

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>			1. CONTRACT ID CODE	PAGE 1 OF 10 PAGES
2. AMENDMENT/MODIFICATION NO. 0003	3. EFFECTIVE DATE 4/25/00	4. REQUISITION/PURCHASE REQ. NO. HQ01011274D001	5. PROJECT NO. (If applicable)	
6. ISSUED BY DFAS Columbus Center ATTN: DFAS-HQ/ASO (Bldg 21) 3990 E. Broad St. Columbus OH 43213-1152	CODE S33181	7. ADMINISTERED BY (If other than Item 6) Same as block 6 Telephone: (614) 693-4338 Facsimile: (614) 693-4348	CODE	
8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State and ZIP Code)  <b>TO ALL OFFERORS</b>			(X)	9A. AMENDMENT OF SOLICITATION NO. MDA210-00-R-CPB3
			X	9B. DATED (SEE ITEM 11) 1/13/00
				10A. MODIFICATION OF CONTRACT/ORDER NO.
				10B. DATED (SEE ITEM 13)
CODE			FACILITY CODE	

# 11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☐ is extended, ☒ is not extended.

Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 1 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If required)

# 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

(X) A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.

B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc). SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).

C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:

D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☐ is not, ☐ is required to sign this document and return \_\_\_\_\_ copies to the issuing office.

14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

Solicitation Number MDA210-00-R-CPB3 for Operation of Overseas Military Banking Facilities is hereby amended as detailed on the following pages.

CLOSING DATE REMAINS UNCHANGED TO READ: 2 P.M. EDT JUNE 19, 2000

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)	
15B. CONTRACTOR/OFFEROR  (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA BY (Signature of Contracting Officer)	16C. DATE SIGNED

NSN 7540-01-152-9070

PREVIOUS EDITION UNUSABLE

PerFORM (DLA)

STANDARD FORM 30 (REV. 10-83)  
Prescribed by GSA

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**FIRST: REPLACE: Section F-11, Term of Contract,** replaced the first sentence in paragraph "b" which read: "The contract may be extended for such additional period of time as may be agreed to by, or negotiated between the government and Contractor." Paragraph "b" now reads: *b. "The contract includes Clause 52.217-8, Option to Extend Services (AUG 1989). The option may be exercised more than once, but the total extension of performance under this clause shall not exceed 6 months."*

**SECOND: ADD: Section L-2, Technical Evaluation Criteria,** the sentence beginning with "Reference Section J-6,..." (The highlighted sentence beginning with "The locations proposed..." was added in the previous Amendment 0002). Section L-2(b) additions are as follows:

**L-2. TECHNICAL EVALUATION CRITERIA**

(b) ESTABLISH PERMANENT OPERATIONS CENTER. With this contract, the government is establishing a consolidated POC for the OMBP. *The locations proposed are in Section B-1 SERVICES, paragraph "a."* The Contractor selected to operate the POC will establish operations as well as office space for all the key managers and staff to run the POC. *Reference Section J-6, Key Personnel and Authorized Negotiators: the European Theater Manager and the Pacific Theater Manager positions are not located in the POC. These positions are overseas billets...*

**THIRD: ADD: Section L-5, Miscellaneous Proposal Instructions,** the following sentences:

**L-5. MISCELLANEOUS PROPOSAL INSTRUCTIONS**

b. Charge for Products and Services. For the purposes of this solicitation, the offeror shall use the charges, fees, and rates located at Section J, Attachment 7. *In addition, the offeror shall use the cumulative year-to-date workload statistics contained in the September 1999, D2 Report in developing their proposal (reference Section J, Attachment 10.)*

*f. Offerors shall use the MBF Telecommunications Architecture provided in Section J, Attachment 16 in preparing the proposals.*

**FOURTH: ADD: Section E-4, On-Site Inspections,** an additional paragraph. First paragraph is now paragraph "a" and the new paragraph is paragraph "b" as follows:

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a. Banking products and services defined herein shall be reviewed, inspected, and monitored by the commanding officer, or designee, of the installation or military community receiving the services.

b. The COR will conduct, or cause to be conducted, on-site inspections and visits (as deemed necessary by the COR and Contracting Officer) to the Permanent Operations Center (POC) and the Overseas Military Banking operating locations to ensure contract compliance.

**FIFTH: CHANGE: Section L-21, 52.233-2 Service of Protest (AUG 1996),** the government addressee for protests is now:

(1) Protests, as defined in Section 33.101 of the FAR, that are filed directly with an agency, and copies of any protests that are filed with the General Accounting Office (GAO), shall be served on the **DFAS General Counsel** (addressed as follows) by obtaining written and dated acknowledgment of receipt from:

**Defense Finance and Accounting Service**  
**Attn: DFAS-HQ/G (Mr. Jack Mester, General Counsel)**  
**1931 Jefferson Davis Highway**  
**Arlington, VA 22240-5291**

**SIXTH: REPLACE C-10 and C-10-1** in their entirety with the following:

**C-10. PROCEDURES FOR THE COLLECTION OF DEBTS**

a. The Contractor shall exercise due diligence and attempt to collect amounts owed due to defaulted unsecured loans, dishonored checks, overdrafts, returned insufficient funds checks, and related charges.

b. In accordance with legal requirements, and subject to any limitations therein, the Contractor shall have the right of offset against the accounts the debtor may have with the MBF.

c. Collection procedures for secured loan debts to be developed by the Contractor, approved by the COR, and incorporated into the contract with modification by the Contracting Officer.

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d. All debts, military and civilian, will be vouchered to DFAS as prescribed in C-10-1. The contractor shall not write off (expense) any personal debt.

e. The Contractor shall be reimbursed, as an allowable cost hereunder, reasonable costs incurred in the collection of delinquent loans made to authorized banking customers and dishonored checks cashed by the MBF for authorized banking customers, whether or not collection is effected.

f. Notwithstanding the provisions of FAR 31.205-20, the Contractor shall be reimbursed, as an allowable cost hereunder, interest paid by the Contractor on time and savings of authorized banking customers.

**C-10-1. PROCESSING DEBTS FOR COLLECTION**

a. When a debt is incurred, the Contractor shall:

(1) Advise the debtor in writing.

(2) Prepare a debt file to include:

(a) Name, social security account number, grade or rank, and military component.

(b) A copy of the initial financial agreement or paper (i.e., loan contract, dishonored check, and overdrawn account statement).

(c) A summary of all collection efforts to date, including payments received and any correspondence relating to the debt.

(d) Include the appropriate military service accounting line on each debtor file as indicated below:

1. Army: 21\*2020 22-8536 P436099 S12121 MA3236

2. Air Force: 57\*3400 309 4365 450959 02592

3. Navy: 17\*1804 11C0 000 000119 68892 2D  
POVBKG 0001180VBKGQ N00000000000 8522

4. Marines: 17\*1804 11C0 000 000119 68892 2D  
PBKGOC 000119BKGOKQ N0001199MPBKG00

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(Note: \* equals the fiscal year)

(e) A statement from the Contractor attesting to the current amount due.

(f) A report or other legal documents from the cognizant criminal investigative office, if applicable (e.g., the Criminal Investigative Division (CID) or the Air Force Office of Special Investigation (OSI)).

(3) Within 30 days, the Contractor will prepare a written demand letter requesting payment, plus any charges. If no response is received by the deadline established in the demand letter, the original debt file will be forwarded to the DFAS for pay offset or other collection action. On a monthly basis, a transmittal letter will accompany all debt files to the designated DFAS collection point as stated in provisions in Section G-13.

(4) The Contractor shall accept debt payments after the debt file is forwarded to DFAS-DE. Payments received after a debt file has been forwarded to DFAS for collection action will be accepted and the Contractor will notify DFAS-DE/FY for processing instructions. COR will provide name and phone number of the Denver point of contact under a separate direction letter.

(5) The Contractor shall maintain receipted transmittal letters and debt file copies for a period of 7 years following the debt transfer to DFAS.

b. Liquidation of debt due to death of borrower and/or coborrower:

(1) Unpaid loans shall be liquidated immediately upon the death of a borrower or coborrower when the borrower or coborrower is a military member, a DoD civilian employee, or a sponsored dependent of either a military member or a DoD civilian employee and submit it to the Contracting Officer for payment.

(2) The Contractor shall obtain documentation of the death of the borrower or coborrower. Such documentation shall be in the form of a copy of a death certificate or written notification from the commanding officer of the deceased borrower or coborrower.

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(3) Upon the receipt of documentation, the Contractor shall cease any and all collection actions against the borrower or coborrower and his or her estate. A copy of the death notice, complete loan file, and any other information will be sent to the Contracting Officer within 10 days of Contractor's receipt.

(4) The debt liquidation voucher shall be forwarded in accordance with Section G-8.

(5) The debt file will be sent to the Contracting Officer on a transmittal letter.

**SEVENTH:** REPLACE G-13 in its entirety with the following:

**G-13. FORWARDING DEBTS FOR COLLECTION**

a. If a debt is not satisfied by a specified date, the Contractor will send the original debt to DFAS for action. On a monthly basis, a transmittal letter will accompany all debt files to the designated DFAS collection point as stated below:

(1) Military Members: The Contractor shall send a transmittal letter containing the debt file to each military component's DFAS servicing center for processing, as follows:

Air Force: DFAS-DE/FYDE  
6760 E. Irvington Place  
Denver, CO 80279-7000

Navy: DFAS-CL/FMA  
1240 East Ninth Street  
Cleveland, OH 44199-2055

Army: DFAS-IN/FJFCA  
8899 East 56<sup>th</sup> Street  
Indianapolis, IN 46249-0100

Marines: DFAS-KCTPS  
1500 East Banister Road  
Kansas City, MO 64197-0001

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All debts of a military member, or their dependent, shall be billed to the military department sponsoring the military member regardless of the military department that hosts the installation of the MBF at which the debt was incurred. The debt liquidated voucher shall be forwarded through the COR.

(2) All Other Authorized Customers: The Contractor shall send a transmittal letter containing the debt file to the following address:

DFAS-DE/FYDEC  
6760 E. Irvington Place  
Denver, CO 80279-7000

All debts of DoD civilian employees, or their dependents, and other authorized customers shall be billed to the military department that hosts the installation of the MBF at which the debt was incurred. The debt liquidation voucher shall be forwarded through the COR.

(3) All debt vouchers will contain a listing of the debtor's name, social security account number, rank/grade, military component, and reason for debt. The voucher shall be forwarded in accordance with G-8.

(4) All debt files shall contain the information as stated in C-10-1 and military appropriations as listed below:

1. Army: 21\*2020 22-8536 P436099 S12121 MA3236

2. Air Force: 57\*3400 309 4365 450959 02592

3. Navy: 7\*1804 11C0 000 000119 68892 2D POVBKG  
0001180VBKGQ N0000000000 8522

4. Marines: 17\*1804 11C0 000 000119 68892 2D PBKGOC  
000119BKGOKQ N000119MPBKGOO

(Note: \* equals the fiscal year)

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**EIGHTH: REVISE AND ADD: Section J, List of Documents and Attachments, as follows:**

10. D-1 and D-2 Reports (*Includes December 1998, March 1999, June 1999, and September 1999.*)\*

13. Past Performance Questionnaire\*\*\*

16. Telecommunication Architecture (revised for Amendment 0003)\*

21. Pre-Proposal Conference Report (Feb. 17, 2000)\*\*\*

22. Questions and Answers\*\*\*

23. FRB Richmond Endpoint Analysis\*\*\*

\* Will mail to Contractor only upon written or e-mail request to the Contracting Officer, Ms. Cheryl Marquez. Address and e-mail are in Section G-1.

\*\* Attachments to be added in future amendment.

\*\*\* Attachments are electronically posted at the following web site: <http://www.dfas.mil/as0/contract/>

**NOTES:**

1. Attachment 10, D-1 and D-2 Reports added the September 1999 reports in Amendment 0003.

2. Attachment 13, Past Performance Questionnaire, is added electronically (clarification: Section L-1 Content of Proposals, b(2)(b) page limitation of three pages for past performance questionnaire applies to Evaluator attached pages to the questionnaire. Therefore, the two-page limitation on references provided in addition to those required completed questionnaires also applies to Evaluator attached pages to the questionnaire.

3. Attachment 16, Telecommunications Architecture, includes a replacement page, as of Amendment 0003, entitled: "Overseas Military Banking Program Telecommunication Architecture MBF Network."

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4. Attachment 21, Pre-Proposal Conference Report, a record of the proceedings on the date of February 17, 2000. **Statements made in the Pre-Proposal Conference are NOT incorporated into the solicitation or contract.**

5. Attachment 22, Questions and Answers, is a continuation of answers to questions received and corrections of answers to some questions in Amendment 0001.

6. Attachment 23 is the FRB-Richmond Endpoint Analysis.

**NINTH: ADD: Section L-37, Inspection of Site (Jan 1992),** the addition of the ten Permanent Operations Centers (POC) and the tentative schedule for the site visits, listed below:

**L-37. INSPECTION OF SITE (JAN 1992)**

*a. The site visits are scheduled on the following dates at the following overseas banking facilities and the following Continental United States Permanent Operations Centers (POC) with more detailed information on the POC visits to be provided in Amendment 0004:*

<u>Date &amp; Time</u>	<u>Location</u>	<u>DFIS Representative</u>
May 15, 1 p.m.	Dayton, OH	Mr. Bill Hawbecker
May 16, 10 a.m.	Indianapolis, IN	Mr. Bill Hawbecker
May 17, 10 a.m.	St. Louis, MO	Mr. Bill Hawbecker
May 18, 10 a.m.	Pensacola, FL	Mr. Bill Hawbecker
May 23, 9 a.m.	Limestone, ME	Mr. Keith Westby
May 24, 10 a.m.	Rome, NY	Mr. Keith Westby
May 25, 10 a.m.	Charleston, SC	Mr. Keith Westby
May 30, 2 p.m.	Kansas City, MO	Mr. Ron "Buzz" Davis
May 31, 10 a.m.	Lawton, OK	Mr. Ron "Buzz" Davis
Jun 1, 10 a.m.	Denver, CO	Mr. Ron "Buzz" Davis

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**ELEVENTH:** Closing date remains unchanged to read: 2 p.m. EDT  
June 19, 2000.

PAST PERFORMANCE QUESTIONNAIRE

Please return five completed copies via mail to the following address:

DFAS Columbus Center  
Attn: DFAS-HQ/ASO (Contracting Officer, Ms. Cheryl Marquez)  
3990 East Broad Street, Bldg 21  
Columbus, Ohio 43213-1152

In the bottom left corner of the sealed envelope write:

Past Perf. Questionnaires  
RFP MDA210-00-R-CPB3  
To Be Opened By Addressee Only

**OR**

Please fax one completed copy to the following fax number:

FAX: (614) 693-4348

If Past Performance Questionnaire is on a classified contract:

CALL FIRST: (614) 693-0014 and state the fax is for  
Mr. Roger Luckeydoo.

Then dial the same number to fax the classified fax:  
(614) 693-0014.

EVALUATED BY

1. Organization: \_\_\_\_\_

2. Name and Title: \_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

3. Phone Number (include area code): \_\_\_\_\_

PAST PERFORMANCE QUESTIONNAIRE

## 1. Contract Identification

a. Contractor \_\_\_\_\_

b. Contract Number \_\_\_\_\_

c. Contract Type \_\_\_\_\_

Competitive { } Yes { } No

Follow-On { } Yes { } No

d. Period of Performance \_\_\_\_\_

	Estimated Fee <u>Total</u>	Cost <u>Value</u>	Firm Fixed <u>Price</u>
e. Initial Contract Cost	_____	_____	_____
f. Current Contract Cost	_____	_____	_____
g. Product Description and/or Service Provided			
_____			
_____			
_____			

## 2. Agency Identification

a. Name \_\_\_\_\_

b. Description \_\_\_\_\_

c. Geographic distribution of services under this contract; i.e., local, nationwide, worldwide

\_\_\_\_\_

d. Number of locations serviced by this contract \_\_\_\_\_

### 3. Evaluation

#### a. Performance History

(1) To what extent did the contractor adhere to contract delivery schedules?

Considerably surpassed minimum requirements.....{	}	4
Exceeded minimum requirements.....{	}	3
Met minimum requirements.....{	}	2
Less than minimum requirements.....{	}	1

Comment: \_\_\_\_\_

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(2) To what extent did the contractor submit required reports and documentation in a timely manner?

Considerably surpassed minimum requirements.{	}	4
Exceeded minimum requirements.....{	}	3
Met minimum requirements.....{	}	2
Less than minimum requirements.....{	}	1

Comment: \_\_\_\_\_

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(3) To what extent were the contractor's reports and documentation accurate and complete?

Considerably surpassed minimum requirements.	{	}	4
Exceeded minimum contractual requirements...	{	}	3
Met minimum requirements.....	{	}	2
Less than minimum requirements.....	{	}	1

Comment: \_\_\_\_\_

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(4) To what extent was the contractor able to solve contract performance problems without extensive guidance from government counterparts?

Considerably successful.....	{	}	4
Generally successful.....	{	}	3
Little success.....	{	}	2
No success.....	{	}	1

Comment: \_\_\_\_\_

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(5) To what extent did the contractor display initiative in meeting requirements?

Displayed considerable initiative.....	{	}	4
Displayed some initiative.....	{	}	3
Displayed little initiative.....	{	}	2
Displayed no initiative.....	{	}	1

Comment: \_\_\_\_\_

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(6) Did the contractor commit adequate resources in timely fashion to the contract to meet the requirement and to successfully solve problems?

Provided abundant resources.....{	}	4
Provided sufficient resources.....{	}	3
Provided minimal resources.....{	}	2
Provided insufficient resources.....{	}	1

Comment: \_\_\_\_\_

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(7) To what extent did the contractor submit change orders and other required proposals in a timely manner?

Considerably surpassed minimum requirements.{	}	4
Exceeded minimum requirements.....{	}	3
Met minimum requirements.....{	}	2
Less than minimum.....{	}	1

Comment: \_\_\_\_\_

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(8) To what extent did the contractor respond positively and promptly to technical directions, contract change orders, etc.?

Considerably surpassed minimum requirements.{	}	4
Exceeded minimum requirements.....{	}	3
Met minimum requirements.....{	}	2
Less than minimum requirements.....{	}	1

Comment: \_\_\_\_\_

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(9) To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate, and of appropriate content?

Considerably surpassed minimum requirements.	{ }	4
Exceeded minimum requirements.....	{ }	3
Met minimum requirements.....	{ }	2
Less than minimum requirements.....	{ }	1

Comment: \_\_\_\_\_

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(10) To what extent was the contractor effective in interfacing with the government's staff?

Extremely effective.....	{ }	4
Generally effective.....	{ }	3
Generally ineffective.....	{ }	2
Extremely ineffective.....	{ }	1

Comment: \_\_\_\_\_

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#### b. Termination History

(11) Has this contract been partially or completely terminated for default or convenience?

{ }	Yes	{ }	Default	{ }	Convenienced
{ }	No				

If yes, explain (e.g., inability to meet cost, performance, or delivery schedules). \_\_\_\_\_

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(12) Are there any pending terminations?

{ } Yes { } No

If yes, explain and indicate the status. \_\_\_\_\_

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c. Experience History

(13) How effective has the contractor been in identifying user requirements?

Extremely effective.....	{ }	4
Generally effective.....	{ }	3
Generally ineffective.....	{ }	2
Extremely ineffective.....	{ }	1

Comment: \_\_\_\_\_

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(14) What level of integration experience has the contractor demonstrated in the reconfiguration of government owned software, commercial software, and government furnished hardware?

Considerably surpassed minimum experience...	{ }	4
Exceeded minimum experience.....	{ }	3
Met minimum experience requirements.....	{ }	2
Less than minimum experience.....	{ }	1

Comment: \_\_\_\_\_

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(15) To what extent was the maintenance and problem reporting/tracking documentation produced by the contractor's efforts satisfactory to the users?

Considerably surpassed minimum requirements.	{	}	4
Exceeded minimum requirements.....	{	}	3
Met minimum requirements.....	{	}	2
Less than minimum requirements.....	{	}	1

Comment: \_\_\_\_\_

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(16) To what extent did the contractor coordinate, integrate, and provide for effective subcontractor management?

Considerably surpassed minimum requirements.	{	}	4
Exceeded minimum requirements.....	{	}	3
Met minimum requirements.....	{	}	2
Less than minimum requirements.....	{	}	1

Comment: \_\_\_\_\_

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(17) To what extent did the contractor provide timely technical assistance, both on-site and off-site, when responding to problems encountered in the field?

Considerably surpassed minimum requirements.	{	}	4
Exceeded minimum requirements.....	{	}	3
Met minimum requirements.....	{	}	2
Less than minimum requirements.....	{	}	1

Comment: \_\_\_\_\_

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(18) To what extent did the contractor achieve effective logistics support; i.e., replacement parts, personnel, etc.?

Considerably surpassed minimum requirements.	{ }	4
Exceeded minimum requirements.....	{ }	3
Met minimum requirements.....	{ }	2
Less than minimum requirements.....	{ }	1

Comment: \_\_\_\_\_

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(19) To what extent did the contractor provide quality replacement parts?

Considerably surpassed minimum requirements.	{ }	4
Exceeded minimum requirements.....	{ }	3
Met minimum requirements.....	{ }	2
Less than minimum requirements.....	{ }	1

Comment: \_\_\_\_\_

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(20) To what extent did the contractor meet the repair/response times in the contract?

Considerably surpassed minimum requirements.	{ }	4
Exceeded minimum requirements.....	{ }	3
Met minimum requirements.....	{ }	2
Less than minimum requirements.....	{ }	1

Comment: \_\_\_\_\_

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(21) Did this contract include a Help Desk?

{ } Yes { } No

If yes, to what extent was the contractor responsive to users contacting the Help Desk for assistance?

Considerably surpassed minimum requirements.	{ }	4
Exceeded minimum requirements.....	{ }	3
Met minimum requirements.....	{ }	2
Less than minimum requirements.....	{ }	1

Comment: \_\_\_\_\_

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(22) If there was a Help Desk, were users able to make contact with the Help Desk personnel on their first attempt?

Always able on the first attempt.....	{ }	4
More often than not on the first attempt....	{ }	3
Rarely able on the first attempt.....	{ }	2
Never on the first attempt.....	{ }	1

Comment: \_\_\_\_\_

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(23) Were the Help Desk personnel courteous and responsive?

Always courteous and responsive.....	{ }	4
Usually courteous and responsive.....	{ }	3
Rarely courteous and responsive.....	{ }	2
Never courteous and responsive.....	{ }	1

Comment: \_\_\_\_\_

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(24) Were user questions resolved in a timely manner?

Always resolved in a timely manner.....{	}	4
Usually resolved in a timely manner.....{	}	3
Rarely resolved in a timely manner.....{	}	2
Never resolved in a timely manner.....{	}	1

Comment: \_\_\_\_\_

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(25) How technically qualified were the Help Desk personnel?

Extremely qualified.....{	}	4
Satisfactorily qualified.....{	}	3
Minimally qualified.....{	}	2
Technically deficient.....{	}	1

Comment: \_\_\_\_\_

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(26) How satisfied are you with the contractor's Help Desk problem escalation procedures?

Extremely satisfied.....{	}	4
Satisfactorily satisfied.....{	}	3
Minimally satisfied.....{	}	2
Unsatisfied.....{	}	1

Comment: \_\_\_\_\_

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(27) How technically qualified were the maintenance personnel?

Extremely qualified.....{	}	4
Satisfactorily qualified.....{	}	3
Minimally qualified.....{	}	2
Technically deficient.....{	}	1

Comment: \_\_\_\_\_

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#### d. Cost Management

(28) To what extent did the contractor meet the proposed cost estimates?

Less than estimated cost.....{	}	4
Comparatively equal to estimate.....{	}	3
Exceeded the costs.....{	}	2
Considerably surpassed estimate.....{	}	1

Comment: \_\_\_\_\_

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#### NARRATIVE SUMMARY

Use this section to explain additional information not included above.

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1           DEFENSE FINANCE AND ACCOUNTING SERVICE

2                               - - - - -

3   IN RE:

4   Overseas Military Banking  
5   Program Request for Proposal

6                               - - - - -

7           Pre-proposal Conference taken at  
8   Defense Supply Center Columbus, 3990 East  
9   Broad Street, Columbus, Ohio, on Thursday,  
10   February 17, 2000, at 10:00 o'clock a.m.

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2                   P R O C E E D I N G S  
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4                   MS. MARQUEZ: Welcome to the  
5   Defense Finance Accounting Service  
6   Conference Center here in Columbus, Ohio. I  
7   am very pleased to see all of you here. We  
8   have been really thankful for all the  
9   written questions that we received for this  
10   pre-proposal conference. It has helped you  
11   say greatly in improving our statement of  
12   work. So you'll see here as we go on today  
13   how we took seriously a lot of your  
14   questions, and we did make some changes. We  
15   will go through those as we move along.

16                  Again, it's a pre-proposal  
17   conference. For those of you who might be  
18   in the wrong room, this is where you can  
19   gracefully exit with minimal humiliation.

20                  This is a pre-proposal conference  
21   for the solicitation No. MDA210-00-R-CPB3,  
22   and that is a request for proposal  
23   solicitation on the Overseas Military  
24   Banking Program. It looks like everybody is

1 in the right room.

2 Again, my name is Cheryl Marquez.

3 I'm a contracting officer with the Defense  
4 Finance Accounting Services Acquisition  
5 Support Organization. I am basically today  
6 your moderator, if you will, for the  
7 pre-proposal conference.

8 Since I am an old teacher,  
9 emphasis on the teacher part not the old  
10 part, from graduate school days and from the  
11 Defense Acquisition University, I have  
12 absolutely no problem with somebody saying,  
13 what are you saying? I mean, ask me  
14 questions. If I throw out an acronym and I  
15 do not say what that acronym is, raise your  
16 hand. Chances are everybody else is going,  
17 I don't know where she's going. You're  
18 stuck trying to figure out what the letters  
19 stand for.

20 If you need any kind of  
21 clarification, feel free to, you know, raise  
22 your hand and say, I need some clarification  
23 here. I have no problem with that.

24 We have a basic modus operandi for

1 the day. I use that word because I like  
2 those detective shows. I put it up here. I  
3 apologize for my handwriting. I'm not the  
4 best writer in the world.

5 I'm going to start off with  
6 explaining why we're doing a pre-proposal  
7 conference, a little explanation of that.  
8 Then I'm going to give a brief history of  
9 the Overseas Military Banking Program.  
10 That's what OMBP is. A brief history of  
11 that. Then I'm going to introduce the  
12 government team that's sitting in front of  
13 you folks that you're staring at there.  
14 Then we'll talk briefly about the contract  
15 type for this solicitation.

16 I have down here the to be  
17 determineds, the TBDs. We had some things  
18 in the solicitation where we said we'll get  
19 back to you. Remember that? So what we're  
20 going to do is address some of those TBDs,  
21 to be determineds. In particular I have  
22 three here. If I have missed one or you're  
23 saying, wait a minute, on page 483, which I  
24 hope there aren't that many pages, you said

1 the blah, blah, blah. We'll address that.

2 I have three to be determined we're going  
3 to talk about.

4 Finally, we're going to get into  
5 the written questions that you all submitted  
6 to us and the answers. Now, the way we're  
7 handling it, I'm only really going to  
8 discuss about ten of the questions and  
9 answers because you will get a handout after  
10 I'm done with those major questions, and you  
11 will have a chance to go through, 117 is it  
12 Keith?

13 MR. WESTBY: Yeah.

14 MS. MARQUEZ: 117 questions and  
15 answers. That's how many we got from you  
16 all. So we'll let you read those, because  
17 you can imagine how incredibly dull it would  
18 be if I stood up here and read each question  
19 and answer. I mean, I might as well read  
20 the Columbus phone book to you. We'll hand  
21 those out to you. We'll let you get  
22 together with your folks, read those, see if  
23 we answered them the way you wanted them  
24 answered. In other words, you know, did we

1 miss it? Did it look like we got to the  
2 point? That type of thing. We want you to  
3 make sure we answered those adequately for  
4 you.

5           Then what we're going to have you  
6 do, we're going to hand out index cards,  
7 they're actually in the back of the room  
8 there, and you will write down any more  
9 questions you may have, either based on  
10 those questions and answers that you're  
11 needing more clarification on or questions  
12 that you came up with in your drive here to  
13 sunny Columbus or your flight here. We're  
14 obviously entertaining new questions as  
15 well.

16           We'll have you write those on  
17 index cards; and probably what we're going  
18 to do at that point, I'll see how our time  
19 works, we may break for lunch and sort of  
20 build the lunch with the chance for you to  
21 read the 117 questions and answers and to  
22 write some more. We'll probably do  
23 something to that effect. Then you'll give  
24 you say the index cards, and the government

1 team here will meet in another room next  
2 door and mumble among each other and try to  
3 come up with as many answers as we can  
4 today.

5 Now, we honestly have to tell you,  
6 if there are some questions we cannot answer  
7 today, we're not going to hold you up and  
8 have you sit around here, even though it's a  
9 beautiful facility. We'll tell you we'll  
10 get back to you on those in the amendment  
11 that will follow. That's basically where  
12 we're going.

13 Speaking of the amendment that  
14 will follow, everything that we do here  
15 today is being recorded by Jennifer over  
16 here from Runfola, and we will give you a  
17 complete record of this pre-proposal  
18 conference with the questions and answers  
19 that will be handed out to you especially  
20 because we may make changes. We'll talk  
21 about that in a minute. We'll give you a  
22 complete report of it in an amendment to  
23 this request for proposal, RFP. You will be  
24 receiving that. That's why I have to state

1     that whatever we say here today, whatever we  
2     give you in writing is not official.  Okay?  
3     It's not official until you get it in the  
4     amendment.  That's because perhaps we may  
5     find that an answer we gave to a question  
6     was totally off the wall, it wasn't where  
7     you were going.  So we may have to go back  
8     to the office, redo that response, and we'll  
9     give you a more accurate one in the  
10    amendment.

11                So that's why I say we still want  
12    to give you something today.  You came for a  
13    reason.  We want to give you what we have in  
14    our questions and answers.  We want to talk  
15    as much as we can on some of these areas,  
16    but we really don't want to tell you we're  
17    making any changes to the request for  
18    proposal until you see that amendment.

19                Make sense so far?  Okay.  That's  
20    where we're headed.

21                Now, basically a lot of you have  
22    already been aware of our web site; but just  
23    in case you aren't  --  I probably should  
24    have written it up here  --  the web site

1 where we've posted the request for proposal  
2 and the web site where we will post the  
3 amendment or amendments plural when you have  
4 a solicitation this size, is the  
5 <http://www.DFAS.mil/aso/contract>. That gets  
6 you right in there. If you need -- what I  
7 can do is also write that up here on the  
8 board later on. We will be posting our  
9 amendments just as we posted or RFP. We're  
10 somewhat into the 21th Century here.

11 What we're allowing you all to do  
12 is to kill the forests in your neighborhood  
13 to print it off rather than you say damage  
14 all the forests here in Columbus, Ohio to  
15 send it out. That's basically how we're  
16 doing that. We will have a lot of these  
17 amendments posted.

18 Any questions so far? Any  
19 thoughts?

20 (No audible response.)

21 MS. MARQUEZ: Let's talk about why  
22 we are holding this pre-proposal conference.

23 A Pre-proposal conference is not a  
24 mandatory part of contracting. We're not

1 holding it because our Federal Acquisition  
2 Regulation says, you must hold a  
3 pre-proposal conference. It really is a  
4 judgment factor on the contracting officer's  
5 part. At the risk of stating the obvious,  
6 as a contracting officer we decided it would  
7 be useful to hold this conference because  
8 this is a complex competitive procurement.  
9 We feel we need to explain or clarify some  
10 of the complicated requirements. That's why  
11 we're doing it.

12 Not all of your solicitations that  
13 are out there that you see from the Federal  
14 Government have pre-proposal conferences.  
15 Not all of them feel they need to explain  
16 further what is going on. This one, due to  
17 the complexity of it, due to the magnitude  
18 of it, we feel this is beneficial for all of  
19 you. We want to make sure we are on the  
20 same sheet of music, or in the case of this  
21 RFP same sheets of music.

22 That's why we're doing it. It  
23 falls at this stage of the game. It falls  
24 after we issued the RFP, which was issued on

1 January 13th. And it falls before the  
2 closing date for proposals, which is March  
3 13th.

4           Now, some of you have to be  
5 rocking in your seat going, is that still  
6 the closing date? Stay tuned. Keep you  
7 interested so you don't drift too long. But  
8 the pre-proposal falls between this issue  
9 date of the RFP and the closing date.  
10 That's why we're having it right now,  
11 discussing things, hoping that we can give  
12 you some clarification so you can make an  
13 outstanding offer.

14           Now, a little history, brief  
15 history of the OMBP.

16           This is a continuing requirement  
17 for the banking services as long as our  
18 United States forces are deployed overseas.  
19 OMBP has been in operation since 1947.  
20 Since 1947. It provides for retail banking  
21 services in ten countries to 110 full- and  
22 part-time military banking facilities.

23           The banking services rendered to  
24 military disbursing officers

1 non-appropriated fund custodians, and DOD  
2 personnel continue to be essential both for  
3 the efficient management of official and  
4 quasi-official funds and the morale and  
5 welfare of our DOD personnel and their  
6 dependents.

7           Now recent history. Some of you  
8 may not know this. We issued a draft RFP  
9 -- that stands for request for proposal --  
10 type of solicitation. We issued a draft RFP  
11 on this same thing on September 24, 1999.  
12 Some of you may not have seen it. It was on  
13 that web site. We called it a draft RFP  
14 because our intentions were to shake out as  
15 many questions and ideas from the financial  
16 institutions, yourselves, and incorporate  
17 those changes into the final RFP. So what  
18 we came out with on January 13th was our  
19 final RFP, but understand that that will  
20 also go through amendment and changes. Just  
21 as we're having a pre-proposal conference  
22 here today to solicit more ideas and more  
23 changes, we will continue to do that until  
24 we have the finest document to provide the

1 finest services to our service men and women  
2 overseas.

3           Who is involved? Well, this is  
4 like a Face the Nation setup here. We have  
5 technical, legal, and contracting personnel  
6 who are here on the overseas banking to help  
7 answer any questions that we might have.  
8 I'm a contracting person. I'm one of the  
9 contracting officers for DFAS, the  
10 Acquisition Support Organization. I'm  
11 assigned to the Overseas Military Banking  
12 Program. We have two additional contracting  
13 officers here. My boss, Jim Lee, the  
14 supervisor. And also Jim is our senior  
15 contracting officer. He is the one who will  
16 be signing this award when this solicitation  
17 becomes the contract. It will be Jim Lee.  
18 Jim is also with the Acquisition Support  
19 Organization, and he is located in  
20 Washington D.C. I am located here in  
21 Columbus. He doesn't want me near him.

22           Our other contracting officer, and  
23 this is where the buck stops here, this is  
24 our director of the Acquisition Support

1 Organization, Gary Maxam. So Gary is our  
2 head fellow that keeps you say all straight  
3 and keeps you say in line.

4 Now, the technical personnel that  
5 are involved in this, we have an Overseas  
6 Military Banking Program office called the  
7 Defense Financial Institution Services  
8 Office, DFIS. And it gets a little  
9 confusing. I know you have your financial  
10 acronyms. DFIS is part of DFAS.

11 We have the director here, William  
12 Elwell, who is the director of DFIS. We  
13 have Ron, also called Buzz, Davis who is the  
14 acting deputy director. He's part of the  
15 program office. Keith Westby. And we also  
16 have Bill Hawbecker. We've got up here  
17 chief warrant officer Harry Fallahee.  
18 Vanessa Davis in the back. These are all  
19 part of DFIS. And even though he's not part  
20 of DFIS, Captain Julio Arana, he's the  
21 army's banking liaison officer.

22 We also have a navy and an air  
23 force representative that could not make it  
24 today. They're trusting Julio to represent

1     their interests.

2                     We have the services who are  
3     heavily involved. They're the main customer  
4     that reports to the program office on what  
5     they want to see.

6                     MR. VIVALDI: Tony Vivaldi. Who  
7     is navy and air force?

8                     MS. MARQUEZ: Navy is Dean  
9     Hunstad, H-U-N-S-T-A-D. That's navy. Do  
10    you need air force? Air force is Michael  
11    Weber, W-E-B-E-R.

12                    In case I forget, Jennifer  
13    here, the court reporter, said to  
14    make sure you say your name when you talk so  
15    she can write that down. If you forget,  
16    I'll try to remember to say your name. We  
17    want to make sure we have that down.

18                    Julio, like I say, is also part of  
19    the technical personnel; and these folks,  
20    the program office, the banking liaison  
21    officers, Julio, Captain Arana, Michael  
22    Weber, Dean Hunstad, I believe we have a  
23    marine representative, Gene Healy,  
24    H-E-A-L-Y, Gene Healy. These folks really

1 are responsible for the heart and sole of  
2 the statement of work that you see in that  
3 request for proposal. These are our  
4 financial experts. These guys have been  
5 busier than a horse's tail during fly  
6 season. They have really been doing all the  
7 answering of the questions. They are sharp.  
8 They're the ones you're going to  
9 be getting some question and answers back  
10 from. I'm really just kind of the talking  
11 head on the technical side. I definitely am  
12 the one that will answer  
13 contracting-specific questions. They are  
14 the ones with the statement of work  
15 expertise.

16 Also with technical personnel we  
17 have the Defense Contract Audit Agency  
18 represented here. We have Jim Mulvaney.  
19 There we go. And we also -- Jim is  
20 located here in Columbus by the way. His  
21 title for us is a procurement liaison  
22 officer. He assists the Acquisition Support  
23 Organization, does quite a number of  
24 different things that most auditors don't

1 do. We've been pleased with him. He helps  
2 you say with government estimates and some  
3 sides of the house we don't always get from  
4 the audit community.

5 Connie Whitacre in the white  
6 sweater, she's from our San Antonio office  
7 with the current contractor's back room  
8 location. Connie has been extremely helpful  
9 as well. We do have an audit staff that  
10 we're involved with.

11 As well we've got technical  
12 personnel. I promise I won't embarrass  
13 them, but we're really happy about this. We  
14 have Defense Contract Management Command  
15 Dayton here today. And we have Greg  
16 Borgwald and Ruth Verceles. This is just a  
17 recent addition. They are kind of here sort  
18 of eyeballing what's going on. There will  
19 later be, as we'll see, an agreement with  
20 the Acquisition Support Organization with  
21 DFAS and with the Defense Contract  
22 Management Command in Dayton. Depending  
23 upon some of the details of our  
24 solicitation, they will be helping you say

1 in the administration process when this is  
2 awarded. They may even be helping you say  
3 in some pre-contract areas. So we're  
4 pleased that they're here with you say  
5 today.

6 So that's quite a technical staff.  
7 And last, but definitely not least, we  
8 cannot proceed without these guys. We have  
9 the Defense Financial Accounting Service  
10 legal office represented by Mark Barta and  
11 Jim Swift; and without their help we'd be in  
12 trouble. They help us out greatly in  
13 assisting on any and all contractual legal  
14 questions that surface in a procurement of  
15 this size. We've been real happy to have  
16 their help.

17 We also have the director of DFAS  
18 Columbus Legal that helps you say out who  
19 couldn't make it today, Steve Giebelhaus,  
20 who's been a terrific assistance on this.

21 Any questions on the government  
22 staff? Overwhelming?

23 Contract type. Those of you who  
24 saw the draft RFP saw we had asked for some

1 input on our contract type that we were  
2 proposing. I think I received one or two  
3 comments about it. Basically we have a  
4 fascinating hybrid contract type. It is an  
5 indefinite quantity cost plus fixed fee.  
6 Indefinite quantity cost plus fixed fee. It  
7 is also a multi-year contract. Those of you  
8 with the funding understanding there know  
9 that means we have funds for in this case  
10 the five years, which is our minimum  
11 quantity. Five years on this contract. You  
12 have to have a minimum quantity with an  
13 indefinite quantity contract. That is our  
14 minimum quantity.

15 What makes this so dazzling is we  
16 also have five performance option years. The  
17 government is not obligated to exercise any  
18 or all of those option periods, but they're  
19 there. We also have an optional six-month  
20 transition out period and an optional  
21 six-month final contract admin period.

22 Now, if you didn't get all of  
23 that, I can tell you where in the  
24 solicitation you can read about the contract

1 type. In particular, L-24 talks about the  
2 contract type. Probably in Section I we've  
3 got some other areas. Basically we're  
4 looking at, for those of you who ran out of  
5 fingers in counting, we're looking at an  
6 estimated life of 11 years. That's  
7 something there.

8           Now, the other thing about this  
9 that makes this so flexible and so  
10 innovative is, this contract type will allow  
11 you say also to issue task orders -- task  
12 is what you think of in a service contract.  
13 This is mainly a service contract -- but  
14 also delivery orders for perhaps a product.  
15 You buy products under services. We can  
16 issue a task or delivery order of a  
17 different contract type such as a cost plus  
18 award fee task order or a cost plus  
19 incentive fee task order or for a fixed  
20 price. This has everything in it. This  
21 definitely does.

22           You'll see if you went through  
23 some of the solicitation, there are various  
24 sections that deal with this particular

1 area. In Section I of the solicitation --  
2 you have Sections A through M as in Mary --  
3 in Section I it talks about, it references  
4 clauses on incentive fee. It references a  
5 clause on fixed fee, which is your cost plus  
6 fixed fee. It references a clause on  
7 indefinite quantity. So it's giving you  
8 some indication there.

9 That L-24 where we talk about the  
10 contract type, we talk about all these  
11 various tasks and delivery records that can  
12 be issued. We have some language in Section  
13 H, and I'm trying to see if I wrote down  
14 where in H. I forgot my reading glasses,  
15 which is good for you, they're real  
16 colorful. They kind of blind you.

17 H-39, award amount for a cost plus  
18 award fee. In order to do that in a  
19 solicitation and turn a contract, we have to  
20 write our own little description. We will  
21 negotiate that at time of award.

22 Some of these things we have in  
23 there are things we will negotiate either at  
24 time of award or after award. We'll have

1 more explanation on those if you have any  
2 questions on it. But that award fee portion  
3 is in there and it's just a description.  
4 You don't see a clause for that. You won't  
5 see a clause for cost plus award fee.  
6 You'll see regulatory-type language or  
7 provision language at H-39 for that.

8 Now, that was exciting to me. I  
9 can tell I lulled most of you into a deep  
10 slumber. This is really an exciting  
11 contract type.

12 Tony?

13 MR. VIVALDI: What is the welcome  
14 side of the award? What does the basic  
15 contract look like? Is that the first task  
16 order?

17 MS. MARQUEZ: I can answer that  
18 one. He's asking, what does the basic  
19 contract look like?

20 It is basically going to be the  
21 first task order issued at time of award, a  
22 cost plus fixed fee for the five years. Our  
23 five years are starting in fiscal year 2001  
24 is how that rings. So it's a basic task

1 order for the first five years. It will be  
2 cost plus fixed fee.

3 MR. VIVALDI: First five years of  
4 what? You talk about --

5 MS. MARQUEZ: First five years of  
6 service.

7 MR. VIVALDI: You talk about  
8 alternatives also in here in sections of the  
9 code. You used the word alternatives in  
10 your RFP. If you were to look at one  
11 section of the technical proposal which  
12 speaks to new relevant technologies and  
13 processes and things like that, they're  
14 spoken to as alternatives.

15 The question would be, are those  
16 alternatives -- would the government  
17 implement those alternatives as part of the  
18 basic award? Are they truly alternatives or  
19 future task orders?

20 MS. MARQUEZ: That's definitely a  
21 question I'd like you to write down on an  
22 index card. I don't want to shoot from the  
23 hip on answering that, because that's a very  
24 good question. That's something we would

1 want written down.

2                   Some of those things like that, we  
3 may need a clarification in the RFP. We'll  
4 have you definitely write that down.

5                   MR. VIVALDI: She gave me more  
6 than one.

7                   MS. MARQUEZ: She got your number  
8 there.

9                   Now, unfortunately, when you ask a  
10 question that sounds like a substantive  
11 question, that's where I'm going to have you  
12 write it down. Which now embarrasses you.  
13 If I answer you, does that means it was a  
14 nominal question? But that's only because  
15 we really want to make sure we record that.  
16 That's something we may end up incorporating  
17 into that RFP. That's basically our  
18 contract type.

19                   We also have to be determined  
20 areas, TBDs. One of the big ones is POC.  
21 Do you know that acronym? Permanent  
22 operations center. That has to be a  
23 dazzling one. Permanent operations center.

24                   We said in our RFP in several

1 different locations that we will determine a  
2 permanent operations center location and let  
3 you know. In fact, right up front in  
4 Section B we said, we'll let you know 30  
5 days after the issue date. Didn't we? Hey,  
6 we lied to you. We're a little bit off of  
7 the 30 days. We're 34. Actually, we could  
8 have sent you out an amendment there on the  
9 14th; but we were too involved in  
10 Valentine's Day. We knew we were going to  
11 see you.

12           Unfortunately we do not have a  
13 firm answer. What we can tell you right now  
14 on this is the following:

15           You will have up to three  
16 locations, three locations, where this  
17 permanent operations center will be; and you  
18 will come back with offers on each of those  
19 three locations. This is what we've heard,  
20 this is what our director of the ASO has  
21 gotten as the latest word.

22           Now, when those locations are  
23 firmly written out, we will immediately go  
24 out with an amendment. We will tell you the

1 locations. If we need to come back to you,  
2 and we probably will, with more detail on  
3 those, we will. But what I want to do is  
4 make sure you get the locations right up  
5 front in an amendment. We'll post it on  
6 that web page; and as we get some of your  
7 names and e-mails -- I also contact you  
8 folks, and some of you have already called  
9 back when you answered the draft RFP -- I  
10 will call and say, hey, look at that web  
11 page.

12 So we'll probably come out with  
13 the locations pronto and then have to follow  
14 up with a little more detail later on.

15 Now, someone's got to have the  
16 burning question of, how on earth can I meet  
17 that closing date of March 13th when you  
18 don't know something this substantive?  
19 Right? Don't have that question?

20 MR. VIVALDI: Yeah, I do.

21 MS. MARQUEZ: I want to answer  
22 that. We're aware of that. What we will  
23 end up doing is extending that closing date.  
24 We want to give you all sufficient time to

1 put together your offers, a reasonable  
2 offer. So we will extend that closing date.  
3 Do not be afraid. I don't know by how much.  
4 I'll tell you why I don't know by how much.  
5 It depends on what information we get. If  
6 all we get are cities, I'll run and tell you  
7 the cities. But if we also get a lot more  
8 detail on what facilities there are, then  
9 obviously if I can run out with that  
10 immediately. Maybe my closing date wouldn't  
11 be as long as an extension as it would be if  
12 all I'm going to give you is cities because  
13 if I just give you cities, I've got to come  
14 back to you with more.

15 MR. VIVALDI: How much lead time  
16 do you need to make a September 30th award?  
17

18 MS. MARQUEZ: Don't worry about  
19 it. Let you say worry about that.

20 A question in the back there.

21 MR. LEACH: Jeffrey Leach from  
22 Leach Management Consulting.

23 I was going to ask the same  
24 question about the lead time too, making the

1     September award. In addition to lead time,  
2     I was actually thinking a little about  
3     Tony's question when he was talking about  
4     the structure of the actual contract in  
5     terms of is it going to be task or with  
6     respect to various alternatives or options.  
7     You asked for a series of different  
8     processes to be implemented over this period  
9     of time.

10            If the global contract itself is  
11     going to be cost plus, then I don't know  
12     what other options you have available for  
13     various items that you asked for except a  
14     task order type of a structure. Would it be  
15     more incumbent for the proposer to suggest  
16     in his or her proposal or response to your  
17     contract the various, I guess, means or ways  
18     for the services or items that you asked for  
19     in the contract so we can submit a better, I  
20     guess, cost base response instead of letting  
21     you tell us exactly what they should be?

22            MS. MARQUEZ: Right. And that  
23     does sound good.

24            Did you get an index card?

1                   MR. LEACH: No.

2                   MS. MARQUEZ: What I want to do, I  
3 know it's -- Tony is giving up his. It's  
4 kind of on the tail of Tony's question.  
5 You're going a little further. I like your  
6 point where you're coming back and asking  
7 you say here, you know, do you want the  
8 proposer yourselves to come back with some  
9 of these ideas of where these alternatives  
10 should come out. And I like that. That's  
11 an extra wrinkle. Put that in there. We  
12 will address that too.

13                  Now, like I say, we are aware that  
14 this permanent operations center is a major  
15 area. We will let you know as soon as we  
16 know anything. We will keep you apprised of  
17 any extension of the closing date in order  
18 to address that properly.

19                  Now, one other area we had that  
20 was hanging out there as a to be determined  
21 is the past performance questionnaire. The  
22 past performance questionnaire.

23                  If you notice a difference between  
24 your draft RFP and the formal RFP is we

1 included this past performance  
2 questionnaire. Basically we're asking you  
3 to go to your previous customers, have them  
4 fill out surveys on contracts of similar  
5 type and then those will be issued to us.

6 Now, we do not have that survey  
7 attached yet. So that's something that we  
8 will come out in an amendment with and give  
9 that to you.

10 Now, I am also aware that is  
11 another evaluation criteria. Your permanent  
12 operations center is one of your technical  
13 evaluation criterias. Your past performance  
14 questionnaire is part of the past  
15 performance evaluation criteria. It's  
16 important to you. It's important to us. So  
17 we will extend the closing date on that as  
18 well.

19 Now, these are not necessarily --  
20 you know, they may all be happening  
21 together. Okay? We come out with POC and  
22 past performance at the same time. But I'm  
23 letting you know we are aware this is  
24 important. We are aware this is an

1 evaluation criteria that's important to us.  
2 So we will not take it lightly. You won't  
3 just receive a survey form and, hey, give it  
4 to us tomorrow.

5 Now, any questions on past  
6 performance?

7 (No audible response.)

8 MS. MARQUEZ: Site visits. We  
9 had a to be determined in a sentence in that  
10 we had a paragraph -- in there somewhere  
11 buried in L-37 was Keith Westby's name. A  
12 lot of you found it. We have down that if  
13 you want a site visit to contact Keith  
14 Westby. Well, now we have an idea of our  
15 site visit schedule. It's tentative. I  
16 have to throw out the word tentative because  
17 we need to check in to making sure we can  
18 get there from here.

19 We're looking at for our overseas  
20 banking facilities Frankfurt, Germany the  
21 week of March 13th. Frankfurt, Germany the  
22 week of March 13th. Yokota, Japan the week  
23 of March 20th.

24 Now, the details on hotels, what

1 military banking facility we're at, all  
2 those details will come as an attachment to  
3 an amendment. We'll make sure you're set  
4 up, that we have places to suggest to stay,  
5 when to meet you say. We will have a  
6 program office representative there so that  
7 you will have somebody that will be your  
8 technical specialist.

9           Basically the site visits at these  
10 two locations are what we call a look-see.  
11 You're really going to get an idea of  
12 looking at the functions as they're being  
13 worked on, the processes. You're going to  
14 have a chance to look at the equipment.  
15 Obviously a chance to look at the facility.  
16 Is that safe made out of cardboard? Does it  
17 look like there are holes in the ceiling?  
18 Look at these people that work here.  
19 Are these the people that I hire?

20           Now, remember, you're going to be  
21 looking at a lot of things. It's basically  
22 a look-see. You have to remember that there  
23 are some things you'll want to check out,  
24 but you're not going to get anything that

1 basically -- what do I want to say --  
2 you're really not going to get as a  
3 prospective offer anything that's not going  
4 to be in that solicitation.

5           You say, do I have to do the site  
6 visit? It's not mandatory. But we  
7 basically have that solicitation with  
8 accurate information and you'll have an idea  
9 of those employees that we are encouraging  
10 you to hire. You'll have an idea what  
11 facilities that are government facilities  
12 that you'll be moving into. So, you know,  
13 the look-see idea of it is good a lot of  
14 times from a psychological standpoint.

15           MR. VIVALDI: Will this be a  
16 presentation on the government's or the  
17 incumbent's part to describe what's there?  
18 Will we be able to speak to people,  
19 employees?

20           MS. MARQUEZ: Some of that detail  
21 I can't answer now. Basically I can tell  
22 you that it is the government that will be  
23 running the show, not the incumbent. That  
24 much I can answer. In terms of the detail

1 of what we'll be talking about, we may be  
2 able to give you more detail on that in the  
3 amendment. Unlike a construction contract,  
4 you're not going to a facility to check and  
5 see what the soil is like, et cetera. We're  
6 doing this because most of this contract's  
7 performance is overseas. And many people  
8 want to go and see where is it and who are  
9 these employees and how is it set up.

10 Now, there are several other  
11 locations you might be interested in seeing.  
12 I believe we've got Korea, Okinawa, United  
13 Kingdom. If there are any of these other  
14 major locations you are interested in  
15 seeing, we want you to let me know. We'll  
16 tell you this more officially in the  
17 amendment, by e-mail, or fax. Tell me by  
18 February 29th, I'd like to go to one of  
19 those other locations. Or also tell me, I'd  
20 like to go to Frankfurt and/or Yokota.

21 By February 29th we want to know  
22 who's interested. If there is adequate  
23 interest, we will go. All right? We're  
24 checking to see if there's adequate

1 interest. If nobody feels a need to go, if  
2 it doesn't seem there's adequate interest,  
3 then we don't need to do the site visits.  
4 If there's adequate interest, we will look  
5 at that. That's how we're doing the site  
6 visits.

7 Now, the permanent operations  
8 center, because we don't know where that is,  
9 you do not have a site visit scheduled.  
10 However, when we have details on those, you  
11 will have the ability to go to those sites.  
12 We will set up site visits for the permanent  
13 operations center when we know that.

14 So those are some of the things  
15 that are the loose strings out there. Once  
16 we get those pulled in and can tie them up  
17 in knots for you, we'll let you know.

18 February 29th, give you heads up,  
19 is when I'd like to receive by e-mail or  
20 fax -- I can make sure you get my e-mail  
21 address again -- that you are interested  
22 in a site visit and where.

23 Any questions?

24 (No audible response.)

1 MS. MARQUEZ: That's it for site  
2 visits. I'll tell you what, I think we'll  
3 take a break and do some of the questions  
4 and answers. Take about until about five  
5 after 11.

6 (Short break in proceedings.)

7 MS. MARQUEZ: Welcome back. Are  
8 there any questions or musings on what we  
9 have talked about up to this point? Why a  
10 pre-proposal, the history of OMBP, you want  
11 more history, the government team, contract  
12 type, the to be determined. Any more  
13 questions?

14 (No audible response.)

15 MS. MARQUEZ: If you think of  
16 something, keep in mind you can always write  
17 that down on an index card and we can take a  
18 look at it.

19 While I'm thinking about it, we  
20 had a good point from our legal office.  
21 When you're writing your questions down,  
22 when we give you some time for that here,  
23 we'd like you to also write the reason  
24 you're asking that question or what it is

1 maybe you're trying to understand. Let me  
2 tell you why that is.

3 Sometimes we get a question we  
4 think we understand what you're asking and  
5 we don't. So if you say, I'd to see the  
6 following blah, blah, blah, explain to us  
7 why. Is that going to make the program  
8 better? Is that a banking regulation and we  
9 are defying it by what we put in our  
10 statement of work? You know, tell us a  
11 little bit of the thought behind the  
12 question. It makes it so much easier for us  
13 to answer that question clearly.

14 Speaking of questions, I'm going  
15 to read questions and answers on about ten  
16 of the 117. Don't write them down because  
17 you're going to get them handed out to you  
18 when I'm done. The reason I'm covering some  
19 of these, some of these were questions that  
20 came about either from several different  
21 sources or, you know, we ourselves realized  
22 there were some concerns. We're going to  
23 discuss or at least cover some of our high  
24 points.

1           You may take a look and say when  
2   you get the questions and answers, well,  
3   they didn't discuss this and I still have a  
4   question on it. When you look at some of  
5   those questions and answers, if you feel we  
6   need to discuss it more, then please, again,  
7   you'll have that time to write that on an  
8   index card.

9           What our MO is, I'm going to cover  
10   about ten questions and answers right now,  
11   just read them off to you. Then we will  
12   hand out the 117 or so questions and  
13   answers. We also have some handouts beyond  
14   that that we'll discuss.

15           Now, keep in mind, again my caveat  
16   here, that what we're saying and what we're  
17   handing you is not binding on the RFP. It's  
18   the amendment that comes out. We can make  
19   changes as we receive more input from you.  
20   What we hand you today may change when it  
21   goes out in the amendment.

22           All right. We've got some  
23   questions on things like key personnel. If  
24   you remember, in the solicitation we had

1 four or so sections in the solicitation  
2 asking about key personnel; and, in fact, it  
3 says here, key personnel are referred to in  
4 several sections, C-11, H-2, J-6, L-38, and  
5 L-39. Sounds like a bingo game except  
6 there's no B-I-N-G-O. A definition of these  
7 personnel or positions are not always  
8 consistent. Please provide a clear  
9 specification of the positions to be  
10 identified as those to be held by key  
11 personnel.

12 Now, at present key personnel as  
13 we list them in Section J is the OMBP,  
14 Overseas Military Banking Program, senior  
15 manager, the chief financial officer, and  
16 the operations manager. And then we also  
17 have a category that says, any other  
18 personnel that you may state in your  
19 proposal. In other words, you may come back  
20 to us in your proposal telling us what folks  
21 or what positions you're looking at filling  
22 and we may say, that's a key personnel  
23 position at that time. So that's what that  
24 catch-all is.

1                   What we decided to do in response  
2   to this question, and there were several  
3   questions like it, is to add a couple more  
4   key personnel. We've added the human  
5   resources manager, the European theater  
6   manager, and the Pacific theater manager as  
7   key personnel. You'll see that in here. We  
8   will change that language in the appropriate  
9   places in the solicitation.

10                  Now, something else that we do,  
11   and I don't have it in this Question No. 2,  
12   but we are aware that there are -- there  
13   is a clause that talks about substitution of  
14   personnel. We want to know what you're  
15   going to substitute personnel. The question  
16   was, what, everybody? You want to know  
17   about everybody? No. What we'll do is  
18   clarify that language and say, we want to  
19   know about the key personnel. You know, who  
20   those key personnel are in Section J. Like  
21   I say, we'll change and add a few more.  
22   Then we will probably negotiate some more at  
23   the time of award when we see who else you  
24   come back with that we might say, that's a

1 key personnel that we want to know you're  
2 going to make sure you substitute with the  
3 same skills and expertise. Because the  
4 government is concerned. That's what  
5 they're looking at. We want to make sure we  
6 get the quality and the nature of the  
7 contract that we want there. That's why  
8 we're concerned about those key personnel,  
9 and we want to follow the resumes that  
10 you're going to substitute with, et cetera.

11 Again, that was Question No. 2.

12 Also there were many other questions that  
13 hit the key personnel issue. We will make  
14 some changes to clarify that.

15 We also have, assessing a charge  
16 on dormant accounts, which was over here  
17 when we referenced sections in C, C as in  
18 Charley. Section C is the heart there of  
19 that solicitation as far as the statement of  
20 work. Assessing a charge on dormant  
21 accounts until the account balance is  
22 exhausted is not allowed by regulations.  
23 Only an inactive charge is assessed until  
24 the account becomes dormant and ultimately

1    escheated.  Is the intent to continue to  
2    charge the dormant fee also referenced in  
3    Section J-7?

4               The answer is, all references in  
5    the SOW, the statement of work -- or  
6    female pigs for those of you from Ohio --  
7    assessing a charge on dormant accounts will  
8    be deleted by amendment.  We realize there's  
9    an error there.  We will delete that by  
10   amendment.  We point that out to you.

11              Another area we're going to make a  
12   change is reporting requirements, Section F  
13   as in Frank.  It stipulates that monthly  
14   reports will be due 10 working days after  
15   the end of the month.  A 15-business-day  
16   deadline is reasonable, but 10 business days  
17   would be difficult.  This provision  
18   conflicts with J-3(a), reporting  
19   requirements, which specifies the monthly  
20   reports are due no later than 30 days after  
21   the end of the month.

22              We agree.  By amendment the  
23   statement of work will be changed to reflect  
24   15 business days, and we will check that

1 Section J there.

2 We will make some changes. We did  
3 pay attention. Okay? We acknowledge some  
4 things you've come to us with and said, hey,  
5 thank you. We want consistency. We want  
6 this to work.

7 Now, we had another area, Question  
8 28, Federal Reserve Bank. This was a major  
9 theme. Please provide the item clearing  
10 information necessary to resolve the  
11 requirement established by L-2(a)3 and 4 as  
12 well as federal pricing and availability  
13 schedules.

14 The answer is, September 1999's  
15 D-1 and D-2 reports provide this data.  
16 Federal pricing and availability schedules  
17 are available on the Internet.

18 We give you the web site. What  
19 else we're going to do is hand out an  
20 attachment with this. We'll let you take  
21 this with you, and it is a Federal Reserve  
22 Bank of Richmond attachment. It has the fee  
23 structure and the fund availability. You  
24 have a web site, which my understanding from

1 Keith only has a few pages on it; but then  
2 our attachment gives you more information to  
3 help address this. We will have handouts  
4 for you on that. That also will come out in  
5 the amendment as well. That's an answer to  
6 that.

7 Now, we also had a question on  
8 functions at the permanent operations center  
9 and the ADPE facility. Please provide a  
10 list of all functions and a narrative  
11 description of each function's  
12 responsibilities at the San Antonio and  
13 Little Rock facilities that relate to  
14 overseas military banking organizational  
15 charts and staffing for these functions.

16 Now, what they're referring to  
17 here, San Antonio is currently where the  
18 back room or home office is for our current  
19 contractor. Little Rock, they're referring  
20 to a subcontractor that belongs under our  
21 prime contractor. What our answer is, see  
22 Attachments 1 and 2 in this package. We  
23 will also give you attachments. These two  
24 charts depict the functions performed at the

1 home office. No further description is  
2 provided. The mainframe ADP, automatic data  
3 processing, support provided includes  
4 maintenance of customer information files,  
5 checking and savings account information,  
6 general ledger, foreign exchange  
7 information, ATM card management, loan  
8 files. Staffing is contained in the D-1 and  
9 D-2 reports.

10 Those D-1/D-2s were handouts that  
11 you had to ask for in the request for  
12 proposal. If you say, whoops, I didn't know  
13 about that, we have some copies back here.  
14 If we run out of copies on those, we can  
15 make sure we send them to you. We do have  
16 four separate D-1/D-2s. Is that right  
17 Keith?

18 MR. WESTBY: Yeah.

19 MS. MARQUEZ: Okay. Question No.  
20 45, another area that was queried a few  
21 times. If efficiencies can be realized, is  
22 it possible to have a centralized unit at  
23 the home site provide the same types of  
24 services for both stateside and overseas

1 customers?

2           The answer is, the offeror is the  
3 only one that can answer this question based  
4 on their proposal. The OMBP, excluding  
5 personnel on leave or temporary duty in the  
6 United States, does not service stateside  
7 customers other than loan repayment or  
8 certificate of deposit redemption following  
9 an individual's return from overseas.

10           And just a few more. Bear with  
11 me. Now that reading of the Columbus phone  
12 book sounds more interesting.

13           Request confirmation that the  
14 innovation and transition sections are  
15 included in the 100-page limitation for the  
16 technical proposal.

17           Some of you probably saw in  
18 Section L we limited the number of pages for  
19 the technical proposal. Our answer is  
20 confirmed. However, the 100 pages double  
21 spaced should read double-sided.  
22 Double-sided also is going to apply to the  
23 50 pages of attachment.

24           MR. WESTBY: That got some

1 attention. They woke up.

2 MS. MARQUEZ: They're happy. We  
3 are going to amend the RFP to include this.

4 Another thing we're going to make  
5 in the RFP on this same theme is we're going  
6 to request fewer hard copies of your  
7 technical proposal. We're going to request  
8 -- I don't know how many at this point.  
9 We're going to request at least one hard  
10 copy and a CD. Again, that is still with  
11 that page limitation. Don't think that the  
12 CD allows you to do Grapes of Wrath or  
13 something. It's still the same page  
14 limitation. We would like to have it in  
15 that automated format so that we can  
16 reference sections easily, and it helps you  
17 say in our evaluation process. So that will  
18 be a change in there as well.

19 Host countries. In what host  
20 countries do employment agreements with  
21 employees exist? Will any such agreements  
22 need to be negotiated or renegotiated by a  
23 successor contractor? If not, will existing  
24 employment agreements be assigned by the

1 current contractor to a successor  
2 contractor?

3 Answer, none. The contractor  
4 works under labor agreements established by  
5 the host country. No agreements are  
6 bilaterally negotiated by the contractor and  
7 the host country.

8 What we have for this, we have a  
9 handout, and I think we only have about five  
10 copies; is that right, Keith?

11 MR. WESTBY: (Nods head up and  
12 down.)

13 MS. MARQUEZ: We have the labor  
14 agreements for all countries except  
15 Honduras. We only have ATMs in Honduras.  
16 We have the labor agreements for all  
17 countries because you're going to be paying  
18 the employees what those labor agreements  
19 require in that country. We're very aware  
20 of that. The U.S. government has agreed to  
21 that. There is no debate on that issue.

22 We have those back there. Again,  
23 we only have five copies. So you're not  
24 going to want to trip over each other to get

1 one. We'll make sure you get copies. Those  
2 will also go with the amendment. Obviously  
3 the amendment is not going to all be  
4 electronic. We're going to have the same  
5 issue of having to give you some hard  
6 copies.

7 Finally only one more that I wish  
8 to cover, network description. Then we'll  
9 hand out some to you. This was another area  
10 that was queried in various ways.

11 Technology, please describe the  
12 current network installation. Is there a  
13 physical data network in place able to reach  
14 all 110 branches? If yes, how is it  
15 networked? Is the incumbent or DFAS  
16 responsible for maintaining the network?  
17 Will a diagram of the Worldwide Overseas  
18 Military Banking Program telecommunications  
19 and data network infrastructure be provided?

20 Answer, a network description with  
21 detailed specifications will be handed out  
22 at the RFP pre-proposal conference. That's  
23 another handout we have. We have some  
24 handouts that will make sure you get here.

1 In fact, this is a good point.

2 If you have any questions on the  
3 questions and answers that I just went  
4 through, you want more clarification, write  
5 that on the cards. We're going to now allow  
6 you to have time to look at our handouts.  
7 This is where I'm going to drag poor Vanessa  
8 into handing out copies of the questions and  
9 answers.

10 We've got people signing in here  
11 as well. Do we want to make copies of that?  
12 We still want to have everybody sign in.  
13 We'll circulate that. Let's hand out --

14 MR. WESTBY: The one thing on the  
15 handouts, we have initially -- like on the  
16 labor agreements and the telecommunication,  
17 it would be one per financial institution  
18 that's here. If we have excess copies, once  
19 those are handed out and as you leave today  
20 if you need an extra copy and we have one,  
21 then we'll give you one. It's not first  
22 come, first serve and the first five all go  
23 to National Center or Leach Management  
24 because they're the closest to the box.

1 We'll give one of those to each organization  
2 that's here.

3 MS. MARQUEZ: What we'll do is,  
4 we'll break for an hour. It's 11:30 right  
5 now. We'll come back at 12:30. What I want  
6 to do is give you time to read some of those  
7 questions and answers, to take a look at the  
8 handouts, and also to eat.

9 Is that enough time or would  
10 someone like more time? Until 12:30? I  
11 hear 1. 1 o'clock it is. 1 o'clock. That  
12 gives you more time to take a look at the  
13 questions, to eat.

14 If you have any questions,  
15 remember, please put them down on the index  
16 cards. If you, by chance, decide that you  
17 want to stay here for the next few minutes  
18 or whatever and you write some questions  
19 down, by all means come up and give those to  
20 us now. In fact, where we'd like to have  
21 the questions placed, let's have them placed  
22 right up here on the view graph because  
23 we're in the using the view graph. Place  
24 the questions there.

1                   What we'll do, when we adjourn  
2   again here at 1 o'clock, we will make sure  
3   we collect the last of your questions; and  
4   as the government team we might end up going  
5   into the next room to look at some. Chances  
6   are we'll receive some now and we'll keep  
7   meeting on it. We don't eat. We'll receive  
8   your questions as they come in.

9                   You've got until 1 o'clock. We'll  
10   take a look at all the questions then.  
11   We'll go until maybe 2, 2:30 this afternoon,  
12   if you're looking at the time period.

13                               - - - - -

14                   Thereupon, a luncheon recess  
15                   was taken at 11:30 o'clock a.m.

16                               - - - - -

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1 Thursday Afternoon Session

2 February 17, 2000

3 1:45 o'clock p.m.

4 - - - - -

5 MS. MARQUEZ: We're ready to get  
6 started again.

7 I really thank you for your  
8 patience in allowing us to caucus and meet  
9 on these and talk about them. I really  
10 appreciate that.

11 I hope you all had a good lunch,  
12 either at our facility here or somewhere  
13 nearby. We do have quite a few questions  
14 that we received, and what I want to do is  
15 we're going to address some of them. Others  
16 that we do not address right now we won't  
17 read. We'll just let you know that we will  
18 address that in the amendment, either it  
19 requires further research or we need some  
20 clarification on it. So we will get back to  
21 you on some of those. I think even some of  
22 the ones with clarification questions next  
23 to it, I probably have those in this stack.  
24 We'll read some of these.

1           If I have problems with reading  
2   the questions and answers, I'm going to  
3   defer to Keith in the program office side  
4   here to make sure, because some of these  
5   they had answered and I want to make sure  
6   I'm complete on it. If you come back to me  
7   and say, I don't understand, I may turn to  
8   Keith and say, can you clarify?

9           The other thing to keep your  
10   interest piqued here and wake you up after  
11   lunch, when we're done with these questions,  
12   our deputy director of the Acquisition  
13   Support Organization is going to give you  
14   late-breaking news on the POC. He'll give  
15   you late-breaking news on that. Stay tuned.  
16   Stay awake.

17           Okay. Let's see, I've got down  
18   here -- you know, I didn't see this  
19   question in the stack; but I want to answer  
20   it because it was brought up between Tony  
21   and Jeffrey back there. It was the one that  
22   was talking about how are we going to handle  
23   the task orders on the contract.

24           What we want to say here is that

1 we're looking at right now because of those  
2 questions putting together the initial  
3 statement of work for the first task order.  
4 We're looking at doing that to clarify for  
5 you what's going to go in that first task  
6 order for those first five years. So you'll  
7 realize then that there are other things  
8 that will be tagged, earmarked if you will,  
9 later on for perhaps of a cost plus award,  
10 fee task order, or a firm fixed price task  
11 order or incentive fee. That is what we're  
12 looking at doing.

13 Now, that may not come out to you  
14 within the next three days. That will take  
15 us a little bit of time. We will make sure  
16 that you get an amendment that will show you  
17 that statement of work that will be for the  
18 first task order. That one I definitely  
19 wanted to address.

20 I've got some questions. Will  
21 DFAS consider transaction-based business  
22 model where DFAS only pays -- whoops, pays  
23 something based upon agreed fees by  
24 transaction? How did that sound? Only pays

1 base the upon agreed fees by transaction.  
2 The reason the question is asked, this  
3 allows for more competitive and  
4 performance-based banking services,  
5 especially over the Internet.

6 The answer comes from the program  
7 office's present proposal -- present in  
8 the proposal.

9 Question, are there any technical-  
10 or security government-imposed regulations  
11 to preclude the contractor from using  
12 state-of-the-art technology?

13 Basically the program office here  
14 is saying it's not a contractor concern and  
15 that the government will ensure that you are  
16 set up properly so that you do not have a  
17 difficulty in that area.

18 Now, if you have any huh, you  
19 know, raise your hand.

20 Would it be acceptable to the  
21 government for contractors to purchase the  
22 permanent operations center equipment  
23 directly instead of having the government  
24 buy it?

1           The answer, currently the intent  
2   of the government is to buy the equipment  
3   ourselves and provide it. Currently the  
4   intent of the government is to buy the  
5   equipment ourselves and provide it.

6           Next question, is it reasonable to  
7   assume the POC build-out would be complete  
8   six months after award?

9           The answer is, yes. If more time  
10   is required, a transition period amendment  
11   will be -- in this case modification, will  
12   be required. So, yes. If more time is  
13   required, a transition modification would be  
14   required.

15           Here's my favorite one, this one  
16   says, we have your firstborn son. Nothing  
17   personal.

18           Bear with me. I'm having trouble  
19   on some of these.

20           D-1 and D-2 reports are  
21   insufficient to properly evaluate the cost  
22   efficiency and effectiveness of using Fed  
23   Richmond.

24           Now, the answer, clarification of

1 necessary information. Answer later. You  
2 need more information. What they're saying,  
3 they really need to understand what  
4 information you need. What is insufficient  
5 about what exists? What more do you need?

6 Question 2, will the government  
7 entertain alternate approaches after  
8 contract award in lieu of alternate  
9 proposals?

10 Answer, here we needed some  
11 clarification on that. Unfortunately we  
12 weren't sure what that means. We needed  
13 some clarification. Nobody might want to  
14 own up to that question. But basically  
15 we're saying, you know, kind of let us know  
16 what you mean by having alternate approaches  
17 after contract award.

18 Always keep in mind, if you have  
19 any other questions, you know, we have no  
20 problem with that because we will be  
21 compiling a lot of these as we're putting  
22 together the next amendment or two that will  
23 be going on.

24 MR. WESTBY: Let me just add one

1 little statement on the Fed Richmond or on  
2 any alternate proposal that you may submit  
3 or would offer. That is, part of the  
4 requirement of the statement of work is that  
5 you submit with your offer alternative  
6 proposals, if you're going to make any.  
7 What happens after -- if you're going to  
8 submit an alternate proposal, you need to do  
9 that with your offer submission, initial  
10 submission, and best and final.

11           If after contract award there is a  
12 proposal for an alternate solution --  
13 that's post what we're here to talk about  
14 today. That's post award. It's a totally  
15 different issue. We're talking about  
16 contract award. We're talking about the  
17 proposals that you submit to us.

18           MR. VIVALDI: What's confusing  
19 about what you're telling us, you're using  
20 the term alternate proposal. My experience  
21 tells me that if I submit an alternate  
22 proposal, then we're going to have to come  
23 back and everyone is going to submit an  
24 alternate. If you adopt that alternate,

1 everyone would have to bid on that  
2 alternate.

3 Is it truly an alternate proposal  
4 or are you looking for a suggestion of  
5 improvement or recommendation for change  
6 that you can submit a task order on?

7 MR. WESTBY: The information that  
8 my contracting community, and they can  
9 correct me, has provided to me and also just  
10 a recent legal case that was adjudicated  
11 concerning this issue of transfusion, if you  
12 bid something and Bank of America doesn't  
13 bid it but National City does, I've got to  
14 tell them so they can counter and bid and  
15 give me an offer on that. The legal ruling  
16 on that was that only if after the  
17 evaluation of the proposals that the one  
18 discriminator for contract award would be  
19 your alternate proposal.

20 MR. VIVALDI: Which you can accept  
21 as I proposed?

22 MR. WESTBY: Yeah. If the sole  
23 basis for contract award is on that one  
24 alternate proposal, if that is the only

1 discriminator, then your statement is right.  
2 We have to go back to the other offerors and  
3 let them submit. But if there's more  
4 discriminators, then we don't need to do  
5 that.

6 MR. VIVALDI: Is that your intent  
7 if that's the only discriminator?

8 MR. WESTBY: We have to by law.

9 MR. VIVALDI: So it's truly an  
10 alternate proposal. If I were to propose to  
11 you an alternate on imaging, one of the  
12 things you've got in here, and you like that  
13 alternate, I've got to do it.

14 MR. WESTBY: Well, I mean, as far  
15 as what we do on the best and final, the  
16 contracting people have to answer that  
17 question.

18 MR. VIVALDI: You can't have the  
19 best of both worlds?

20 MR. WESTBY: No. If you get  
21 awarded the contract and one of the -- and  
22 we adopt as far as your best and final an  
23 alternative proposal or solution that you  
24 provided in your bid, then, yes, you'd be

1 obligated to do that.

2 MS. MARQUEZ: Jim Lee.

3 MR. LEE: Obviously you know you  
4 have to propose to the requirement in  
5 addition to proposing an alternate proposal.  
6 If you get to the point -- if your  
7 alternate proposal would cause a material  
8 change in a requirement, then obviously  
9 that's a change in the requirement and  
10 people would be given the opportunity to  
11 propose. That doesn't necessarily -- if  
12 it doesn't cause a material change, it can  
13 be considered in addition to your regular  
14 proposal.

15 MS. MARQUEZ: Does that help,  
16 Tony?

17 MR. VIVALDI: You indicate you  
18 would issue task orders for those in the  
19 future and then you may be priced CPIF,  
20 CPAFF. The point I'm trying to get on the  
21 table right now, we were responding to your  
22 cost plus fixed fee proposal today. If you  
23 accept my alternate on imaging, you reserve  
24 the right to do whatever you want with that.

1 Is that what you're telling me? You can  
2 make me implement -- I'm on the hook to  
3 give you imaging today, and then you're  
4 going to change the proposal to whatever you  
5 want it to be.

6 MR. LEE: I think it's  
7 understanding the proposal process itself.  
8 You're going to give us a proposal for the  
9 initial five-year period on a CPFF basis.  
10 Your cost proposal will address that. Your  
11 overall technical proposal is going to  
12 address everything in the statement of work.  
13 But we're going to earmark those parts that  
14 are a core piece for the CPFF.

15 If down the line, two years down  
16 the line, we'll use your example imaging, we  
17 were now going to go to what you proposed or  
18 we'll approach that and come back to you and  
19 say we want to issue a task order for  
20 imaging, it wasn't part of the core cost  
21 proposal, we would negotiate at that point  
22 in time how that was going to be done, what  
23 the provisions were going to be --

24 MR. VIVALDI: I understand that.

1 My only issue is up front. When I submit  
2 the proposal, if it's treated as an  
3 alternate proposal and you accept that as  
4 proposed, I'm obligated to perform that.  
5 Would you agree?

6 MR. LEE: Yes.

7 MS. MARQUEZ: A question there in  
8 the back.

9 MR. LEWIS: Russell Lewis. If  
10 alternate proposals are going to be  
11 submitted to other bidders to give them the  
12 ability to respond to it, doesn't that  
13 somewhat limit the offeror's ability to be  
14 unique in the solution that is being  
15 provided?

16 MS. MARQUEZ: What he's stating  
17 is, when you come back with an alternate  
18 proposal and then the government turns  
19 around and says to everybody, hey, here's an  
20 idea, he's saying this sort of flies in the  
21 face of coming back with an innovative  
22 approach if the government comes out with  
23 your approach and tells everybody else.

24 MR. LEE: I'm going to answer your

1 question with a question.

2 If you have an innovative approach  
3 that applies to the requirement, why would  
4 you even call it an alternative and not  
5 submit it as part of your proposal  
6 addressing all pieces of the requirement?

7 MR. VIVALDI: What if your  
8 requirement is not so easy to offer today?  
9 What if your requirement is not so easy to  
10 publish today? And I'm required to answer.  
11 I'm required by the RFP to offer that.

12 The man I think is saying, you  
13 left me no creativity whatsoever to give you  
14 the best deal.

15 MR. LEE: No, I didn't say that.

16 MR. VIVALDI: That's what he's  
17 saying.

18 MR. LEWIS: That was my question.

19 MR. VIVALDI: I think the  
20 government really needs to look at how you  
21 structure your RFP in terms of alternates.

22 MR. LEE: We'll look at that.

23 MR. VIVALDI: That's all I needed  
24 to hear.

1 MS. MARQUEZ: Thank you. Next  
2 question, can we get a list of attendees and  
3 contact information for potential teaming  
4 purposes?

5 The answer is, yes. Yes. We'll  
6 give you a copy of the list of attendees  
7 here before you leave. In fact, do we  
8 already have that, Vanessa, in the back?

9 MS. DAVIS: (Nods head up and  
10 down.)

11 MS. MARQUEZ: Are there any  
12 font/spacing requirements which apply to  
13 charts/graphs included in the technical  
14 proposal?

15 Basically we're saying the only  
16 font requirement we have is the 12 point  
17 proportion. We're not spelling out any  
18 other for the font or spacing requirements  
19 other than 8.5 by 11 sheet of paper for the  
20 charts and graphs. There is no more detail.  
21 And the double spacing is still there. The  
22 double space is still there.

23 Clarification of Question No. 24.  
24 Question No. 24, are there facilities that

1 exist that are non-branch-type, for example  
2 storage warehousing, records retention,  
3 training, et cetera, that need to be priced?  
4 If yes, provide facilities' functions and  
5 average annual three-year cost of the  
6 facilities.

7 Answer, yes, when off-site  
8 facility cost is approximately 20,000 per  
9 year. Clarification of that, there is a  
10 storage facility in Frankfurt, Germany.  
11 There is an additional storage facility in  
12 Frankfurt, Germany.

13 This one says, regarding your  
14 answer to Question No. 2, what do you  
15 envision as the responsibilities of the  
16 particular human resources manager? This  
17 was the key personnel. Who is the key  
18 personnel? Would you envision this person  
19 to be located stateside or in a district  
20 office? See also question or answer to 91.

21 Our answer is, stateside in the  
22 permanent operations center.

23 Question reference, L-1(a)4.

24 That's in the solicitation which requires

1 each section to have a table of contents.

2 Do these pages count as part of the page  
3 count?

4 And I'm saying, no, your table of  
5 contents does not count as part of the page  
6 count. I thought I covered that in such  
7 detail. I had the font, the page. I  
8 thought I was so anal retentive, and  
9 covered it all.

10 Are we to assume that system  
11 platform upgrades that are deemed necessary  
12 are to be completed during the transition  
13 plan?

14 The answer is a simple no.

15 Now, if you need me to reread a  
16 question, let me know. Remember, you will  
17 be receiving these questions and answers  
18 with the amendment.

19 Please list current expenditures  
20 regarding data processing.

21 The answer is, it's in the D-1 and  
22 D-2 reports.

23 Can overseas account holders  
24 access their account information via the

1 stateside call center?

2 The answer is, no. They can only  
3 access account information from the  
4 stateside.

5 MR. SMITH: Glenn Smith. Can't  
6 the overseas account holder from overseas  
7 place a long distance call to the stateside  
8 facility and gain access --

9 MS. MARQUEZ: I imagine they  
10 would.

11 MR. SMITH: -- at their own  
12 expense?

13 MR. WESTBY: They could get into  
14 the customer service area of our home  
15 office.

16 MR. VIVALDI: They can have  
17 access, but it's at their own expense.

18 MR. WESTBY: As far as the normal  
19 program access where there's no cost to the  
20 account holder, the answer is no.

21 MS. MARQUEZ: Jeffrey, did you  
22 have a question?

23 MR. LEACH: I guess my question  
24 is, if the VRU doesn't provide access

1 internationally, then what's the purpose and  
2 in terms of some of the features that you  
3 asked for? What's the intent going forward  
4 for the VRU?

5 MR. WESTBY: Right now we have a  
6 prototype that doubly approved the purchase  
7 of also the interactive response in Germany  
8 to service the European network with the  
9 toll free number access. That's not  
10 deployed yet right now. It's only in  
11 prototype. We were looking at also doing  
12 something very similar in the Pacific  
13 following Germany where they would have the  
14 on-line access to the host system or host  
15 database mainframe to access the account  
16 information and to provide the basic  
17 information that we responded to in answer  
18 to a question here. We told you about the  
19 other software, who the surface provider of  
20 this was, that type of information.

21 Worldwide we're looking at having  
22 an IBR in the Pacific in Europe as well as  
23 one in the states for access or a better  
24 proposal.

1           MR. LEACH: Could we have access  
2 to the things that had been initiated in  
3 terms of any proposals that might be on the  
4 table, any drafts that might be sort of in  
5 revision with respect to those types of  
6 things that have been started?

7           MS. MARQUEZ: I can answer that.  
8 We have right now in the solicitation  
9 basically everything, you know, that we need  
10 to get an offer from you for the overseas  
11 banking. Now, as a result of the questions  
12 and the answers that are going on today and  
13 a result of perhaps other changes that may  
14 occur in the program, we may end up putting  
15 more things to the RFP through an amendment,  
16 you know, more attachments, et cetera. But  
17 we're not necessarily trying to get you to  
18 come back with exactly what our current  
19 contractor is doing today. That's not our  
20 goal in this.

21           So, you know, we're not going to  
22 put in all of their proposals and whatever  
23 is going on. We're looking for some of your  
24 ideas. You know, here's how the program is

1 to basically function. And we're looking  
2 for your ideas on how to do that.

3 Does that answer your question?

4 MR. LEACH: That does answer part  
5 of my question.

6 In terms of the cost factor in  
7 beginning to overlay what it's going to take  
8 to get you to, I guess, Point X, how do you  
9 begin to estimate or even overlay the level  
10 of effort that's going to be required in  
11 terms of applying cost? Because I think  
12 what we want to do as a potential contractor  
13 is lay out the best cost-efficient picture  
14 based on how we see we need to begin to  
15 think about the effort, the level of effort.  
16 And if there's a piece of information that  
17 we don't have that we can't gauge the level  
18 of effort needed, then our presentation in  
19 terms of cost is insufficient or may not  
20 even meet the actual level that's needed.

21 MS. MARQUEZ: I can appreciate  
22 what you're saying. What we might want to  
23 do here, I don't know if you have anymore  
24 index cards. We've already gotten that

1     written down.  What I would like to know  
2     from you is, what exactly is missing?  What  
3     specifically is missing for you to be able  
4     to come back to us with a substantive offer  
5     that has the proper costs and the technical  
6     criteria met?  Let us know what's missing.

7                     Any other questions on that?

8                     MR. LEWIS:  Russell Lewis again.  
9     Your intent is to  --  is your intent to  
10    have cost center operations in each theater  
11    of operation?

12                    MS. MARQUEZ:  Call centers?

13                    MR. WESTBY:  Yes.

14                    CAPTAIN ARANA:  To the gentleman  
15    in the back, I guess your intent is to find  
16    out what is Point Z.  So everybody can see  
17    where we want to go here, the government  
18    wants to go to Point Z and you want to make  
19    your offer based on that;  is that right?

20                    MR. LEACH:  Yes.

21                    MS. MARQUEZ:  When will the  
22    contracting officer provide the complete  
23    subcontractor list for the current contract?  
24    I assume you're meaning, of course, the

1 existing contract here.

2           The answer is, I will not be  
3 giving a current contractor/subcontractor  
4 list. That's their privity of contract. If  
5 you're interested in some of the things we  
6 have had subcontracted for in general, then  
7 possibly we can answer something to that  
8 effect. Basically we're not going to give  
9 out who the subcontractors are for the  
10 current contractor.

11           How many DFAS personnel or DCMC  
12 personnel will occupy the permanent  
13 operations center space?

14           The answer is, zero. The space is  
15 dedicated to the permanent operations  
16 center, will not have government employees  
17 in it. That does not mean that the  
18 government employees will not be co-located,  
19 but your space will be separate. If you  
20 need 20,000 square feet, or however many,  
21 that will just be your space. The  
22 government may be located in another  
23 attached facility.

24           Question 61 that's in our packet,

1 somebody asked one of those acronym  
2 questions. COR TDL, please explain the  
3 acronym.

4 COR stands for contracting  
5 officer's representative, and the TDL stands  
6 for technical direction letter.

7 On a contract of this size we  
8 designate a contracting officer's  
9 representative. They are the -- that  
10 individual is the one who will do some of  
11 the monitoring under the contracting  
12 officer's direction. And many times they  
13 issue letters that the contracting officer  
14 sees before they go out called technical  
15 direction letters.

16 Does the government truly require  
17 cost/schedule status reporting in addition  
18 to the reports that are outlined in Section  
19 J?

20 What is being referred to here is  
21 in the Solicitation I 116, I 116, and that  
22 particular I 116 references Clause  
23 252.242-7005. That's a cost schedule status  
24 report clause from the Defense Federal

1 Acquisition Regulation.

2           Now, we'll take a look at that  
3 because basically this question is saying,  
4 you know, we already have a lot of  
5 reporting, do you really need the other? So  
6 we'll take a look and see if we really need  
7 the other. Okay? So I cannot tell you yes  
8 or no at this point, but we will notify you  
9 in the amendment. If it's not removed, then  
10 your notification is, yes, we need it.

11           Question No. 77, does this mean  
12 the double spaced goes away?

13           The answer is no. Still double  
14 spaced. You have to recognize, we have a  
15 graying group here in the government. I'm  
16 only speaking for a few. We need to be able  
17 to read these things. You're not dealing  
18 with a young crowd.

19           Can the contractor propose the  
20 pricing structure for the task orders? For  
21 example, fixed price versus cost plus fixed  
22 fee.

23           And basically this kind of goes  
24 with another question way back there on the

1 task orders and the cost plus fixed fee  
2 nature. We're answering, yes. I'm looking  
3 at this -- remember, we'll have a task  
4 order that goes out and explains the first  
5 task and it will explain cost plus fixed fee  
6 and what in the statement of work is cost  
7 plus fixed fee. So if we have any initial  
8 -- if we have any following task orders,  
9 then we will probably be negotiating at that  
10 time the pricing structure, especially if  
11 it's going to be a cost plus award fee, if  
12 it's a cost plus incentive fee. So the  
13 answer is yes.

14 Can DFAS provide actual street  
15 addresses for each branch ATM, regional  
16 operations center, and any other  
17 OMB-supported locations?

18 In essence, we can. I think we  
19 asked here, can you clarify? Is this a  
20 necessary thing? But if this is something  
21 that's important, we could provide that as  
22 an attachment to an amendment.

23 The networking diagrams indicate  
24 that one or more 3725s IBM are installed.

1 -- I'm sorry, go ahead.

2 MR. LIPCSIK: Jim Lipcsik. I  
3 wanted to say, we think it's required --  
4 we believe it's required. If we're going to  
5 look at a network to support those  
6 locations, from our perspective that's  
7 information that would be especially useful.

8 MS. MARQUEZ: The networking  
9 diagrams indicate that one or more 3725s IBM  
10 are installed. It is our understanding that  
11 the machines are no longer supported by the  
12 manufacturer. Are these machines, in fact,  
13 still installed? If so, how are they being  
14 supported?

15 The answer is, no, they are all  
16 replaced by 3745s.

17 Would part of the answer to  
18 Question 29 refer to Note 1? For example,  
19 is that why the question is not fully  
20 answered?

21 The answer is, yes, that's why the  
22 question is not fully answered. In other  
23 words, Question 29 also defers to Note 1.  
24 Note 1 is at the very back of your packet.

1                   Would the government provide  
2   interim temporary space and furnishings at  
3   or near the POC, the permanent operations  
4   center, during the transition period? For  
5   example, during the build-out.

6                   The answer is, yes.

7                   Clarification of Question No. 31.  
8   What, if any, automated scorecards, for  
9   example Fair-Isaac, are used in the loan  
10  application system?

11                  Answer, Fair-Isaac is used.

12                  Are the score cards transferable?  
13  I have down here, clarification.

14                  MR. WESTBY: Clarification is what  
15  we want. What do they mean my score cards  
16  transferred?

17                  MS. MARQUEZ: Would anyone like  
18  to -- what do you mean by score cards  
19  transferable?

20                  MR. VIVALDI: Software ownership.

21  
22                  MR. WESTBY: It's our  
23  understanding that that is transferable.

24                  MS. MARQUEZ: We can examine some

1 of those things a little more closely.

2 We'll check that.

3 MS. MARQUEZ: Will DFAS publish a  
4 vendor list, pre-proposal list, of  
5 conference attendees?

6 Yeah, we'll give you a copy now.

7 Please clarify the answer to  
8 Question No. 37. Does this answer refer to  
9 just ADP, automated data processing, versus  
10 people-based transaction processing?

11 The answer, it refers to ADP, not  
12 people.

13 Let's see, I think that's all the  
14 questions. If you did not get your question  
15 read, it's because we're challenged. What  
16 we'll do, we have a pack of questions here,  
17 and we will take a look at these over the  
18 next week. We'll get some answers to you.  
19 The ones that we did not read will also be  
20 published in the amendment. They will be  
21 published in the amendment.

22 Before I give the floor to Jim, I  
23 will give it right to him in a minute, I  
24 want to reiterate the importance again of

1    what has been delivered orally and what has  
2    been handed to you in writing is not binding  
3    on the RFP.  It's the amendments that come  
4    out that are binding on the RFP.

5                I will turn it over to my  
6    supervisor.

7                MR. LEE:  POC, which I'm sure I  
8    now have everybody's attention, there are  
9    three sites for the POC that have been --  
10   that have now become official.  The three  
11   sites are going to be Rome, New York,  
12   Indianapolis, Indiana, and Denver, Colorado.

13               What we are going to ask you to do  
14   is to propose to all three sites so we have  
15   a common baseline, and in the evaluation  
16   process we will add on the government's cost  
17   for implementing your proposal at each side.  
18   If you propose, as an example, 20,000 square  
19   feet at Rome, New York, the government's  
20   cost at 20,000 square feet will be added on  
21   to the proposal for evaluation purposes.  
22   Those will be the three locations.  We'll  
23   give you more information on buildings and  
24   different things as we get it.

1                   This is something we've been  
2   trying to get out today. We got it this  
3   afternoon at lunch time. I wanted to give  
4   that to you so you know how it will --  
5   what you will be required to do to propose  
6   and how it will be evaluated.

7                   MR. WEBBER: Ken Webber. We had  
8   some network diagrams that disappeared.  
9   When will we be able to get the network  
10  diagram?

11                  MR. BARTA: Mark Barta. We're  
12  going to talk to the incumbent contractor  
13  and determine whether it's proprietary  
14  information. If it's not, we'll rerelease  
15  it. If it is proprietary information, of  
16  course we wouldn't. That's basically why it  
17  was pulled back.

18                  MS. MARQUEZ: Any other  
19  questions?

20                  MS. GRAVER: Yvonne Graver. Do  
21  you have any idea when we'll be getting the  
22  amendment?

23                  MS. MARQUEZ: I think we'll be  
24  getting a couple amendments shortly.

1                   Yvonne asked when we will be  
2     getting an amendment. I anticipate one next  
3     week that will be addressing these site  
4     visits. Even though you may not have the  
5     detail, you'll have the locations out there  
6     for those that did not come to the  
7     pre-proposal. Probably we'll have some of  
8     the things that have been discussed at the  
9     pre-proposal in it that are easy enough to  
10    infuse in the current solicitation. It will  
11    also have in it the dates and times of the  
12    site visits overseas.

13                  So I see Amendment 1 going out  
14    probably next week. I see Amendment 2 going  
15    out shortly after that with a little more  
16    detail on the POC, the permanent operations  
17    centers, and will also have the complete  
18    record of this pre-proposal.

19                  Any other questions?

20                  MR. SMITH: A site visit  
21    question. If more than one prospective  
22    bidder, other than the incumbent of course,  
23    were to go on the site visits, would they go  
24    currently, jointly, or independently?

1           MS. MARQUEZ: We want them all to  
2 go together. Our whole point behind picking  
3 those dates is that if there's more than  
4 one, we want to have two or three or four or  
5 twenty of you all go at the same time so you  
6 all see basically the same thing, you all  
7 receive the same information from the  
8 program office member.

9           MR. SMITH: Thank you.

10          MS. MARQUEZ: Thank you all. I  
11 appreciate you coming. I really, really  
12 appreciate all your hard work and input. We  
13 will be back to you on our web page.

14                   - - - - -

15           Thereupon, the proceeding was  
16 concluded at 2:20 o'clock p.m.

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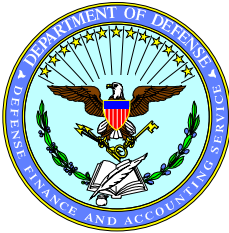
24

# Defense Finance and Accounting Service



## Overseas Military Banking Program Questions and Answers

(Amendment 0003)



OVERSEAS MILITARY BANKING PROGRAM  
MDA210-00-R-CPB3

Questions and Answers

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Questions and Answers 001 - 122 are contained in  
MDA210-00-R-CPB3 Amendment 0001

Question 123: D-1 and D-2 reports are insufficient to properly evaluate the cost efficiency and effectiveness of using the Federal Reserve - Richmond.

Answer: Section J - List of Attachments is being amended to add Attachment 23. This attachment provides a government developed transit check Endpoint Analysis using the Federal Reserve Bank - Richmond. A copy of this attachment is included at the end of this document. This analysis was completed using the September 1999 cumulative year-to-date Stateside items (a.k.a. transit check), Treasury checks and Savings Bond statistics contained on page 001, D-2 Activity Report - Worldwide Consolidation. The assumptions used by the government in developing this analysis are described in the body of the attachment. This attachment will be used by the government in conducting cost realism of alternative proposals.

Question 124: Will the government entertain alternate approaches to the Federal Reserve after contract award in lieu of submitting an alternate proposal in the Best and Final Offer?

Answer: The submission of an alternate check processing proposal to the Federal Reserve is at the bidder's option. Post contract award, Section B, paragraph B-3 and Section C, Paragraph C-6-5 in the Statement of Work provides for the Contractor to submit proposals during the contract performance period recommending a change to any product, service, fee, charge, technology, process or procedure.

Question 125: Where are the Regional Operations Centers located overseas?

Answer: There are 11 OMBP Regional Offices. Germany has 3 regional offices all located in Frankfurt. Two of these offices service Germany and one services the United Kingdom and Iceland. There is one regional office in Okinawa at Camp Foster. Two regional offices support Korea and Diego Garcia and are both located in Seoul, Korea. Japan has 5 regional offices located at Yakota, Atsugi, Sasebo, Iwakuni and Misawa.

Question 126: Is there a training center function in Germany? the United Kingdom? Japan? Korea? Stateside?

Answer: In Germany, the OMBP has one training facility at Bad Kissingen and in the United Kingdom there is a training facility located at High Wycombe. Associates within Europe are trained at these facilities. The Pacific has no formal training center. Training is conducted via on-the-job-training and train-the-trainer training.

Question 127: Can the government provide detailed information regarding technical advancements (i.e., IVR, VRU, etc.) initiated and currently in the planning phase?

Answer: The only technical advancement that the government is currently working on with the incumbent contractor is the Interactive Voice Response (IVR) upgrade for the Home Office and the deployment of a IVR prototype to Germany.

Question 128: Reference Section C-5 - "Licensing Requirements". The solicitation identifies the license requirement to operate a POC in Ohio. Given that DFAS has now identified three potential POC sites outside the State of Ohio, will the licensing requirements be provided to prospective bidders?

Answer: Yes. The State licensing requirements will be provided in a future amendment.

Question 129: Is automatic re-deposit of deposited items returned a requirement? Would the preference be global or based on theater of operations?

Answer: Automatic re-deposit is required. Global.

Question 130: Please verify that telecommunication providers listed (AT&T and BT) are correct and still used as indicated in the networking diagrams. Are there any other Wide Area Network (WAN) providers currently being used?

Answer: There are no WAN network providers. The telecommunication service providers are proprietary (under subcontracting arrangement by the incumbent) and, therefore, no additional information is provided.

Question 131: Please confirm or deny if a 3890 check sorter is still installed and in use in Germany as indicated in the networking documents?

Answer: The OMBP operates no 3890 check sorters. In operation is the NCR 7780. With encryption of dollar amounts on checks performed on NCR 7766.

Question 132: Please provide detail concerning the nature of the "peripheral feeder system" indicated on the OMBP telecommunication architecture for Germany.

Answer: Feeder systems include: NCR 7780 output data, the On-line Teller System (both NSS and OLTS), ATMs, CSR on-line systems with the Host, local currency (correspondent bank) preauthorized debit transactions, and, once deployed, the IVR.

Question 133: The networking diagrams do not clearly indicate how communications support is being provided to: 1) Iceland, 2) Cuba and 3) Diego Garcia. Please provide networking detail for these locations.

Answer: Cuba is supported with a military communication line from Cuba to the East coast within the Continental United States (CONUS) and a commercial line from the East coast to the Host. Honduras is supported with a military communications line to the East coast within CONUS and a commercial line from the East coast to the Host. Honduras is an ATM only location. Iceland is supported with a direct commercial line for CSR on-line activity from Iceland to the Host. Iceland has no on-line teller system. Diego Garcia has no on-line systems or communication lines to the Host. Shinnen, Holland has a direct commercial line to the Host for CSR on-line activity. Shinnen has no on-line teller system.

Question 134: What are the current branch teller and platform systems (e.g. PCS, 47xx, etc.) and what software (S/W) is being run for teller applications?

Answer: All teller systems are PC LAN based with the teller software (NSS or OLTS) loaded on the server (NSS teller system used only in Japan, all other locations except as described above in Answer to Question 133 run OLTS). The general PC configuration is 286 with no other software loaded. Teller stations are used for dumb terminal input with full-size keyboards and a 4712 linked to each station. The chief teller location at each MBF is networked with a 4722 printer that is used by all tellers. Branch size and business volume dictates the number of 4722s in actual use.

Question 135: Are token rings installed in all branches or are some branches 47xx B-loop rings? Which branches have which?

Answer: Token rings are installed in all branches.

Question 136: The networking diagrams show little to no detail for the country with the greatest number of installed branches and ATMs, Germany. Please provide this detail.

Answer: The network diagram at attachment to this Q&A is the standard MBF network architecture to be used by all offerors in developing their proposals. This page is a replacement page for the previously published standard MBF network architecture. This page is an update to Section J, Attachment 16. All MBFs within the OMBP are configured under this network diagram.

Question 137: Please clarify answer to question 24. What function would this one off-site facility serve? Stateside or overseas? What makes up the \$20K cost?

Answer: The function served is for records storage. It is located with the Home Office in San Antonio, Texas. With the POC it is estimated that government facilities will be provided for this use with pricing data provided by the government for each of the POC locations designated.

Question 138: Does the government truly require cost/schedule status reporting in addition to the reports outline in Section J?

Answer: Yes, the government truly requires compliance with the following clause and provision: DFARS clause 252.242-7005, Cost/Schedule Status Report (MAR 1998) and DFARS provision 252.242-7006, Cost/Schedule Status Report Plans (MAR 1997).

Question 139: Reference: **L-2 TECHNICAL EVALUATION CRITERIA** (e) PROPOSAL OF NEW AND RELEVANT PRODUCTS, TECHNOLOGIES, AND PROCESSES (INNOVATION) The term "alternative proposals" is confusing in the sentence: "All innovative suggestions presented in alternative proposals, must, as a minimum, identify related revenues etc." Is it truly an alternative or alternate proposal or are you looking for a suggestion of improvement or recommendation for change that you can submit a task order on?

Answer: Clarification: The intent of L-2 (e) is to solicit in the current proposal, offers on the minimum five stated products. These products would be included in the first CPFF task order covering the five multi-years of CLINs 0001 - 0020. (Please see Question 140 below.) In addition, offerors have the opportunity to suggest improved methods of delivering banking products and services, not identified in L-2(e) or elsewhere in the RFP, which may be considered an alternate (alternative) proposal.

Question 140: What if the government's requirements are not so easy to offer today? Given what the government lists under Innovation, Standardization, and other parts of the RFP and given the government's encouragement for innovative approach(es) to products and services, it may not be feasible to offer the government these innovative and creative approaches/services at time of award.

Answer: In Section L, the government requests projected milestones to implement the products and services. Therefore, the Contractor shall indicate in the milestones, the projected time period (start and finish) covering the 5 years of the first task order (CPFF) for these products and services.

Question 141: Reference Amendment 0001 Q&A Question 66. The response provided to this question was incorrect.

Answer: Clarification to correct previous answer provided in Amendment 0001 to Question 66. Reference Section H, paragraph H-7c for the corrected language that was inserted in the Statement of Work.

Question 142: Reference Amendment 0001 Q&A Question 81. Below response is an updated answer that more accurately addresses the question.

Answer: See answers to Questions 133 and 134 above.

Question 143: Reference Amendment 0001 Q&A Question 19. Below is an updated answer to the original information provided.

Answer: Reference Section H, Paragraph H-10b. There does exist one unfunded pension plan in Germany for Deutsche Mark (DM) paid employees. The retirement fund balance is maintained by the OMBP contractor with retirement payments processed by the Frankfurt District office. The SOW will be updated in a future amendment to incorporate this change.

**Overseas Military Banking Program  
Transit Item Processing  
Endpoint Analysis  
Federal Reserve Bank - Richmond**

Below is the Endpoint Analysis that was developed by the government to be used in comparing alternate transit item processing proposals submitted by offerors under solicitation MDA210-00-R-CPB3. The Volume column is a monthly average of checks. The Cost/Item column is the Federal Reserve Bank - Richmond pricing based on published April 1, 2000, pricing data. The breakout categories are based on an earlier analysis of transit item processing conducted by the government in April 1996.

<u>Item Type</u>	<u>Volume</u>	<u>Cost/Item</u>	<u>Monthly Cost</u>	<u>Annual Cost</u>
Local City	5,488	\$ .016	\$ 87.81	\$ 1,053
Local RCPC	20,985	.022	461.67	5,540
Fed City	302,716	.029	8,778.76	105,345
Fed RCPC	791,557	.035	27,704.50	332,453
Fed Ctry	169,083	.049	8,285.06	99,420
Deposits	21	2.50	52.50	630
Total			\$45,370.30	\$ 544,444
<b>Other</b>				
Treasuries	13,764	0.00	0.00	0
Bonds	10,531	0.00	0.00	0
Bonds Reim	10,531	0.35	(\$3,685.85)	(\$44,230)
<b>Net Total</b>			<b>\$41,684.45</b>	<b>\$500,214</b>

The Federal Reserve Bank - Richmond projects a 65 percent 1-day fund availability without treasuries and a 35 percent 2-day fund availability (the Fed does not defer fund availability longer than 2 days). With treasuries included, the 1-day fund availability is projected to be 88 percent with the remaining 12 percent being 2-day availability. Estimates are calculated based on mixed check deposits with bonds and treasuries outsourced.

Prices quoted are for early mixed deposit.

**Assumptions:**

1. The April 1996 analysis is applicable in developing this government estimate.
2. That the financial relationships that existed in 1996 within the United States Armed Forces with banks and credit unions has not materially changed to the point that the categories of check distributions listed above would be significantly impacted.
3. That the dollar value and number of transit checks, treasuries, and bonds will remain approximately the same based on the September 1999 Worldwide Consolidated Activity Report (D-2).

Section J